



GLENNON
ARCHITECTURAL TILES

**CLEANING
RECOMMENDATIONS
& PRODUCT
GUARANTEE**

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VITRIFIED TILES CLEANING INSTRUCTIONS

Introduction

Our unglazed floor tiles have a very low rate of water absorption. This makes them stain resistant and they need little maintenance. Because of their low porosity we do not recommend the application of sealers, etc. Such products may also lower the slip resistance rating of the tiles.

The tiler has a responsibility to clean the tiles properly at the end of the grouting process. The Australian Standard on the installation of ceramic tiles AS3958.1 2007 states "Remove surplus grout from the tiles with the aid of a damp, not wet, cloth" (or sponge) "Upon completion of setting and grouting, the tiles should be thoroughly sponged and washed. Tiles should be finally polished with clean, dry cloths. " The tiler should change the rinsing water frequently during the washing off process.

It is essential to protect the tile to avoid construction related problems. During construction, dust & debris will collect on the floor creating hazardous and slippery conditions. The dirt and debris may soil the grout as well as the tiles.

Tiles must be covered to protect them from other trades.

Cementitious residues are always present on the tile surface although it may be invisible to the naked eye. The residue will absorb dirt thus giving an impression that the tiles are hard to clean. The latter must be removed using a proprietary grout remover.

These tile cleaning instructions are divided into Pre-hand-over cleaning, routine cleaning, periodic cleaning and spot cleaning.

Pre-hand-over cleaning

If grouting is completed as per the Australian Standards, and the tiles are then protected, there should be little need for further cleaning. If, however, there are construction or cement residues on the tiles the following method should be adopted:

1. Protect or mask any adjoining surfaces or fittings that may be damaged by water. Wear gloves and other personal protective equipment as necessary
2. Sweep the floor and wet it down thoroughly, then remove any resulting surface water. (This wetting of the grout joints helps protect the grout from acid attack)
3. Apply a solution of 1 part phosphoric acid with 5 parts water to the floor and sweep over all areas. Do not leave on the floor for more than 5 minutes
4. Rinse the acid mix off with lots of water
5. Neutralise any residual acid by wetting the floor with a mixture of a handful of Bi-Carbonate of Soda mixed in a bucket of (warm) water.
6. Rinse the neutraliser off the floor with lots of water.



Routine cleaning (daily)

1. Erect signage and prevent unauthorised entry to the cleaning zone.
2. Sweep or vacuum the floor clean
3. Dissolve a pH neutral detergent in a bucket of clean water, according to the manufacturer's instructions. The detergent should have a pH of between 7 and 9.
4. Apply to the floor using a mop or scrubbing machine and agitate as necessary. The detergent should be allowed to dwell on the tiles for at least 5 minutes.
5. Remove dirty water by wet vacuum or mop
6. Rinse the floor ensuring the detergent solution is completely removed either by rinsing with clean water or by the squeegee vacuum action of a mechanical cleaner.
7. Repeat as necessary

Periodic cleaning:

This would normally be undertaken between one and 4 times per year, depending on the requirement of the individual project.

The choice of a heavy duty cleaner with either a more alkaline or acidic cleaning agent will depend on the type of soil encountered (see appendix) and the hardness of the local water. In hard water areas it is advisable to use a cleaner with a pH of as low as pH2. If there is oil type soiling the alkalinity of the cleaning solution may go as high as pH11.

The routine for cleaning may be varied depending on individual project requirements.

Light to medium grime build up, the use of a mop or stiff bristled broom/scrubbing brush with heavy duty cleaners.

Medium to heavy grime build up, the use of a mechanical scrubbing machine with heavy duty cleaners.

Care should be taken to ensure that the residue of the cleaner is removed by thorough rinsing.

Spot cleaning

This is for the removal of tough and localized stains or spills. Specific cleaning products should be used that target the particular type of stain, if it can be identified. A wide range of cleaning products is available from supermarkets, if used the manufacturer's instructions should be followed and safety precautions observed. There are four main types of cleaners, which can be used depending on the type of problem. If they are used, they must be tried on an inconspicuous area before wider use. They are:

- An alkaline product eg. Ammonia, bleach etc.
- An acid product eg. Vinegar, phosphoric acid etc.
- Solvents and strippers, eg. Thinners. Methylated spirits
- Abrasive cleansers eg. Liquid cream cleansers.

This last group should contain only soft abrasives such as pumice. Do not use hard abrasive cleansers such as Ajax and Bon Ami as they can damage some tiles.

If the stains are not easily removed with one of the above cleaners, engage a specialist cleaning consultant

It is important to remove all residues of materials used for spot cleaning. Care must be taken to protect fittings, fixtures, borders etc. that may be negatively affected by the cleaning process.

Appendix

SOIL/STAIN	Buffered Acid Based Cleaner	Alkaline Based Cleaner	SOIL/STAIN	Buffered Acid Based Cleaner	Alkaline Based Cleaner
Animal Excreta	!		Mayonnaise	!	
Beer	!		Margarine	!	
Berry Drinks		!	Marking Pens	!	
Blood	!		Mineral Oils	!	
Butter	!		Meat Juices	!	
Calcareous Matter		!	Milk	!	
Carbon Stains	!		Mustard	!	
Chocolate	!		Nail Polish	!	
Candle Wax	!		Port		!
Cola Drinks		!	Perfume	!	
Cream	!		Paint (Fresh)	!	
Coffee		!	Proteins (General)	!	
Cooking Oil	!		Putty	!	
Cosmetic Cream	!		Red Wine		!
Eggs	!		Rubber	!	
Felt Tip Pen	!		Salad Dressing	!	
Fruit Juices		!	Starches	!	
Furniture Stains	!		Shoe Polish	!	
Fresh Paint	!		Soft Drinks		!
Gravy	!		Tar (<i>solvents may also be required</i>)	!	
Grease	!		Tallow	!	
Grass Stains		!	Tea		!
Hand Lotion	!		Tomato Sauce		!
Ice Cream	!		Unknown	!	!
Inks	!		Urine		!
Lead Finishing of Polishing Process	!		Vegetable Oil and Animal Fat	!	
Linseed Oil	!		Vomit	!	
Lipstick	!		Wax (Floor)	!	
Liquors		!	Rust Stains (Oxides)		!

Disclaimer



Chemical manufacturers directions and appropriateness of use must be adhered to and attention to safety precautions must be observed at all times.

PRODUCT GUARANTEE

1. Subject to Glennon Tiles ("Glennon") standard terms and conditions and these conditions, Glennon guarantees all tiles for a period of 5 years from the date of delivery.
2. Glennon is only liable for tile defects or damage which solely arise as a result of faulty materials or manufacturing defects.
3. Glennon is not liable for any claim once the tiles have been laid. Laying of the tiles constitutes confirmation that the tiles supplied are free of defect or damage
4. Liability for the purposes of these terms and conditions and Australian Consumer Law is limited, at Glennon's option, to either:
 - (a) replacement of the tiles or the supply of equivalent tiles.
 - (b) repair of the tiles.
 - (c) payment of the cost of replacing the tiles or acquiring equivalent tiles.
 - (d) payment of the cost of having the tiles repaired.
5. Glennon is not liable for any tile defect or damage resulting from:
 - (a) maltreatment, inattention or interference to the tile including impact damage.
 - (b) failure to properly fix the tile in accordance with AS3951.1-1991.
 - (c) damage caused as a result of structural failure or building defects.
 - (d) failure to clean and maintain the tile after installation in accordance with AS 3958.1-2007.
 - (e) variations in colour, shade, texture and finish between samples and delivered tiles or between different deliveries of the same tile.
 - (f) inappropriate tile selection.
6. Except as provided in these conditions and Australian Consumer Law, all express and implied warranties, guarantees and conditions under statute or general law as to merchantability, description, quality, suitability or fitness of the goods for any purpose are expressly excluded. Glennon is not liable for physical or financial injury, loss or damage or for consequential loss or damage of any kind arising out of the supply of any tile.

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