CARE & MAINTENANCE GUIDE

GUIDELINES FOR ENSURING THAT MATERIALS LAST OVER TIME
CARE + MAINTENANCE

A comprehensive care and maintenance program is just as important as the initial material selection. If you’re a homeowner, you’ll want to be aware of the care and maintenance requirements before you select a material. If you are an architect or designer, you’ll want to know this information prior to specifying a material. It is strongly recommended that you provide this information to your client. This document covers:

- **GENERAL GUIDELINES** - How to care for materials based on application.

- **SUGGESTED PRODUCTS** - Products to be incorporated into an ongoing care and maintenance plan.

Recommendations for the use of cleaning and maintenance products are included in this document as a convenience to the reader. The suggestions regarding product application are a guide in the use of the products and are not a guarantee of their performance. This document and the information provided herein, including any reference to products, is provided “as is”, without any warranty or implied term of any kind. Stone Source specifically disclaims any responsibility or liability relating to the use of the suggested products and shall under no circumstances whatsoever, be liable for damages of any nature resulting from the use of or reliance upon information from this website or the products to which the information refers.
A comprehensive care and maintenance plan helps ensure long-term satisfaction with a material choice. These recommendations are based on those from The Marble Institute of America. If you have any questions or concerns regarding the information outlined here, please contact your Stone Source Sales Consultant for more information. For specific product recommendations, see CARE + MAINTENANCE: SUGGESTED PRODUCTS.

WHAT YOU SHOULD KNOW ABOUT CLEANING NATURAL STONE -
Natural stone can be classified into two general categories according to its composition: siliceous stone or calcareous stone. Knowing the difference is critical when selecting cleaning products. Siliceous stone is composed mainly of silica or quartz-like particles. It tends to be very durable and relatively easy to clean with mild acidic cleaning solutions. Types of siliceous stone include granite, slate, sandstone, and quartzite. Calcareous stone is composed mainly of calcium carbonate and will react to acidic foods such as lemons or tomatoes. This reaction will result in a dulling in surface sheen and change in texture, otherwise referred to as “acid etching”. Cleaning products that work on siliceous stone may damage the surface of calcareous surfaces. Types of calcareous stone include marble, travertine, limestone, and onyx.

As a general rule of thumb, whenever a spill occurs, immediately blot the spill with a paper towel. Don’t wipe the area; it will spread the spill. Flush the area with plain water and a mild liquid dishwashing detergent. Rinse several times. Dry the area thoroughly with a soft cloth. Do not use products that contain lemon, vinegar, or other acids on marble or limestone. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.

For application-specific cleaning instructions, see below:

FLOORING APPLICATIONS
Dust interior floors frequently using a clean, dry dust mop. Sand, dirt, and grit do the most damage to natural stone surfaces due to their abrasiveness. Mats or area rugs inside and outside an entrance will help to minimize the sand, dirt, and grit that will scratch the stone floor. Be sure that the underside of the mat or rug is a non-slip surface. Do not use vacuum cleaners that are worn -- the metal or plastic attachments or the wheels may scratch the surface.

BATHROOM APPLICATIONS
In the bath basin or other wet areas, soap scum can be minimized by using a squeegee after each use. To remove soap scum, use a non-acidic soap scum remover or a solution of ammonia and water (about 1/2 cup ammonia to a gallon of water). Frequent or over-use of an ammonia solution may eventually dull the surface of the stone.

VANITIES + OTHER COUNTERTOPS
Vanity tops may need to have a penetrating sealer applied. Check with your installer for recommendations. A good quality marble wax or non-yellowing automobile paste wax can be applied to minimize water spotting.

KITCHEN APPLICATIONS
All natural stone used for kitchen countertop applications must be regularly maintained and resealed to prevent staining. Always use a neutral detergent to clean marble countertops.
CARE + MAINTENANCE: GENERAL GUIDELINES

EXTERIOR POOL + PATIO APPLICATIONS
In outdoor pool, patio or hot tub areas, flush with clean water and use a mild bleach solution to remove algae or moss.

STAINING (wine, oil or grout stains on the surface of the stone)
Staining refers to the residual effect of a spill that cannot be removed with dishwashing detergent. Identifying the source of the stain is the key to removing it. If you don’t know what caused the stain, ask the following questions to help identify the source: Where is the stain located? Is it near a plant, a food service area, an area where cosmetics are used? What color is it? What is the shape or pattern? What goes on in the area around the stain? Surface stains can often be removed by cleaning with an appropriate cleaning product or household chemical. Deep-seated or stubborn stains may require using a poultice or consulting with a professional.

The following sections describe the types of stains you may encounter and how to appropriately treat them without damaging the surface of the stone.

OIL-BASED
(grease, tar, cooking oil, milk, cosmetics)
An oil-based stain will darken the stone. Generally oil must be chemically dissolved so the source of the stain can be flushed or rinsed away. Clean gently with a soft, liquid cleanser with bleach OR household detergent OR ammonia OR mineral spirits OR acetone.

ORGANIC
(coffee, tea, fruit, tobacco, paper, food, urine, leaves, bark, bird droppings)
May cause a pinkish-brown stain and may disappear after the source of the stain has been removed. Outdoors, with the sources removed, normal sun and rain action will generally bleach out the stains. Indoors, clean with 12% hydrogen peroxide (hair bleaching strength) and a few drops of ammonia.

METAL
(iron, rust, copper, bronze)
Iron or rust stains are orange to brown in color and follow the shape of the staining object such as nails, bolts, screws, cans, flower pots, metal furniture. Copper and bronze stains appear as green or muddy-brown and result from the action of moisture on nearby or embedded bronze, copper or brass items. Metal stains must be removed with a poultice. Deep-seated, rusty stains are extremely difficult to remove and the stone may be permanently stained.

BIOLOGICAL
(algae, mildew, lichens, moss, fungi)
Clean with diluted (1/2 cup in a gallon of water) ammonia OR bleach OR hydrogen peroxide. DO NOT EVER MIX AMMONIA AND BLEACH! THIS COMBINATION CREATES A TOXIC AND LETHAL GAS!

INK
(magic marker, pen, ink)
Clean with bleach or hydrogen peroxide (light-colored stone only!) or lacquer thinner or acetone (dark stones only!)

PAINT
Small amounts can be removed with lacquer thinner or scraped off carefully with a razor blade. Heavy paint coverage should be removed only with a commercial “heavy liquid” paint stripper available from hardware stores and paint centers. These strippers normally contain caustic soda or lye. Do not use acids or flame tools to strip paint from stone. Paint strippers can etch the surface of the stone; re-polishing may be necessary.

Follow the manufacturer’s directions for use of these products, taking care to flush the area thoroughly with clean water. Protect yourself with rubber gloves and eye protection, and work in a well-ventilated area. Use only wood or plastic scrapers for removing the sludge and curdled paint. Normally, latex and acrylic paints will not cause staining. Oil-based paints, linseed oil, putty, caulks and sealants may cause oily stains. Refer to the section on oil-based stains.

WATER SPOTS AND RINGS
(surface accumulation of hard water)
Buff with dry (0000 grit) steel wool.

FIRE AND SMOKE DAMAGE
Older stones and smoke or fire stained fireplaces may require a thorough cleaning to restore their original appearance. Commercially available “smoke removers” may save time and effort.
MAKING AND USING A POULTICE

A poultice is a liquid cleaner or chemical mixed with an absorbent material to form a paste about the consistency of peanut butter. The poultice is spread over the stained area to a thickness of about 1/4” to 1/2” with a wood or plastic spatula, covered with plastic wrap and left in place for 24 to 48 hours. The liquid cleaner or chemical will draw out the stain into the absorbent material. Poultice procedures may need to be repeated to thoroughly remove a stain.

POULTICE MATERIALS

Poultice materials include talc, kaolin, fuller’s earth, whiting, powdered chalk, diatomaceous earth or white molding plaster. Approximately one pound of prepared poultice material will cover one square foot. Do not use whiting or iron-type clays such as fuller’s earth with acid chemicals. The reaction will cancel the effect of the poultice. A chemical poultice can be prepared by soaking white cotton balls, white paper towels or gauze pads. With regards to liquid chemicals DO NOT EVER MIX AMMONIA AND BLEACH! THIS COMBINATION CREATES A TOXIC AND LETHAL GAS!

OIL-BASED STAINS

Poultice with baking soda and water OR one of the powdered poultice materials and mineral spirits.

ORGANIC STAINS

Poultice with one of the powdered poultice materials and 12% hydrogen peroxide solution (hair bleaching strength) OR use acetone.

IRON STAINS

Poultice with diatomaceous earth and a commercially rated rust remover. Note that rust stains are particularly difficult to remove. You may need to call a professional.

COPPER STAINS

Poultice with one of the powdered poultice materials and ammonia. Note that copper stains are particularly difficult to remove. You may need to call a professional.

ACID ETCHING (surface erosion of natural stone)

Marble, travertine, limestone and onyx will react to acidic foods (i.e. lemons or tomatoes) and acidic liquids (i.e. some cleaners or acid rain). This reaction will result in a dulling in surface sheen and change in texture, otherwise referred to as “acid etching”. Some highly-pigmented liquids, such as wine, will etch the finish and stain the stone. Remove the stain (see MAKING AND USING A POULTICE) before attempting to address acid etching.

SOLUTION

• To remove an acid etch from a polished surface, use Fila Marble Restorer.
• To remove an acid etch from a honed surface use a mild neutral or alkalai detergent and buff with dry (0000 grit) steel wool.
• Contact a professional stone restorer for refinishing or re-polishing etched areas that you cannot remove.

BIOLOGICAL STAINS

Poultice with diluted ammonia OR bleach OR hydrogen peroxide.
EFFLORESCENCE (film on surface of the material)
Materials that are exposed to moisture may, over time, develop a white or dark film on the surface. Efflorescence in natural stone is caused by water carrying mineral salts from below the surface of the stone rising to the exposed face. In porcelain tile efflorescence appears on the surface of grout joints or unglazed tiles and is caused by moisture reacting with impurities in the mortar.

SOLUTION
• For natural stone, if the installation is new, dust mop or vacuum the powder. You may have to do this several times. Do not use water to remove the powder; it will only temporarily disappear. If the problem persists, contact your installer to help identify and remove the cause of the moisture.
• For porcelain tile and natural stones with a minimal acid sensitivity rating, use Fila Deterdeck to clean the tiles.

SCRATCHING (scratch marks and abrasions appear on the surface)
Light scratching occurs over time with exposure to sand and other abrasives. The finish will patina or dull over time as a result of this scratching.

SOLUTION
• If a material with a low abrasion resistance is used, use walk-off mats at entrances and expect the material to patina rapidly.
• Always use a cutting board for countertop applications.
• Slight surface scratches may be buffed with dry lowest grit (0000 grit) steel wool.
• Deeper scratches and nicks in the surface of the stone should be repaired and re-polished by a professional.
## CARE + MAINTENANCE: SUGGESTED PRODUCTS

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SOLVING FOR: Highly absorbent material that needs to be protected in order to avoid staining from grout residues.

**FILA PRW200**  
WATER-REPELLENT PROTECTOR

Features + Benefits
- Designed to protect surfaces from grout residues and staining.
- Does not affect adhesion between grout and material.
- It makes cleaning after laying simple.
- It speeds up drying after initial washing and therefore also the subsequent treatment stages.
- It does not alter the material’s appearance.

Suitable for:
- Polished Natural Stone
- Terracotta
- Engineered Stone / Agglomerates

**PROTECTION INSTRUCTIONS**
Note: Shake the can before opening. Make sure the surface is completely free of dust.

1. No dilution necessary.
2. Apply an even coat using an airless spray pump (a paint brush, a sponge or other applicator may also be used.) Avoid surface pooling and ensure that the product also covers the edges of the laid material.
3. Allow to cure for 24 hours.
4. Apply grout, taking care to sponge off excess before its dries completely.

**MAINTENANCE INSTRUCTIONS**
Maintain surfaces using a diluted solution of FILA CLEANER.

SOLVING FOR: Cleaning materials with a honed or polished finish.

**FILA CLEANER**  
UNIVERSAL FLOOR CLEANER

Features + Benefits
- A gentle detergent for all floors.
- Safe for pretreated and sensitive surfaces.
- Essential for after-installation cleaning of acid-sensitive material such as polished natural stone.
- Cleans without damaging the surface.

Suitable for:
- Natural Stone (acid resistant only)
- Porcelain Tile
- Glazed Ceramic Tile
- Wood

**CLEANING INSTRUCTIONS**
Note: Always test in a small inconspicuous area to determine ease of use and desired results. Make sure the surface is swept or vacuumed to remove loose debris.

1. Dilute to 1:30.
2. Spread with a single-disc professional cleaner with a soft disc (white or beige) or a floor scrubbing brush.
3. Remove the residue with a vacuum drier or cloths. Rinse well.

With one liter, approximate coverage (using 1:30 ratio) is 50 m².
CARE + MAINTENANCE: SUGGESTED PRODUCTS

- FOR INITIAL CLEANING 2 OF 4 -

SOLVING FOR: Cleaning acid-sensitive materials.

**FILA PS/87**
DEGREASING FLOOR CLEANER

Features + Benefits
- Cleans and removes grease.
- Cleans without damaging the surface.
- Extremely easy to use.
- Removes epoxy grout residues.

Suitable for:
- Natural Stone (acid resistant only)
- Porcelain Tile
- Glazed Ceramic Tile

CLEANING INSTRUCTIONS
Note: Always test in a small inconspicuous area to determine ease of use and desired results. Prior to cleaning, make sure the surface is swept or vacuumed to remove loose debris.

1. Dilute to 1:20 and apply to the surface.
2. Leave on the surface for 5 minutes.
3. Clean using a single-disk professional cleaner fitted to the most appropriate disk (i.e. brown for terracotta) or with a floor cleaning brush.
4. Vacuum or wipe up residue.
5. Rinse area well with clean water.

- FOR INITIAL CLEANING 3 OF 4 -

SOLVING FOR: Cleaning acid-resistant materials such as unpolished Natural Stone, Porcelain or Ceramic Tiles.

**FILA DETERDECK**
ACID DESCALING FLOOR CLEANER

Features + Benefits
- Removes all grout residues and building-site dirt.
- Eliminates any saline efflorescence from terracotta.
- Removes lime deposits from floors, walls and bathroom fixtures.
- Removes rust stains.
- Does not alter color or appearance of the surface.
- Unlike Muriatic acid, does not emit fumes that are harmful to the user or to the environment.

Suitable for:
- Natural Stone (acid resistant, only)
- Porcelain Tile
- Glazed Ceramic Tile

CLEANING INSTRUCTIONS
Note: Always test in a small inconspicuous area to determine ease of use and desired results. Prior to cleaning, make sure the surface is swept or vacuumed to remove loose debris.

1. Spread with a single-disc professional cleaner or rag and leave the solution to act for a few minutes.
2. Clean using a single-disk professional cleaner fitted to the most appropriate disk (i.e. brown for terracotta) or with a floor cleaning brush.
3. Vacuum or wipe up residue.
4. Rinse area well with clean water.

Dilution and coverage depends on the material. With one liter:

- Natural Stone (1:5-1:10 ratio) – 20/35 m²
- Porcelain Tile (1:5 ratio) – 40 m²

NOTE: Deterdek should not be used on glossy or pre-polished marble or acid-sensitive materials.
CARE + MAINTENANCE: SUGGESTED PRODUCTS

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SOLVING FOR: Cleaning epoxy residues from porcelain, glazed, ceramic tiles and glass mosaics -- especially in wall applications

FILA CR10
CLEANER FOR EPOXY RESIDUES

Features + Benefits
- High-viscosity liquid detergent for cleaning off residues, stains and streaks of epoxy plaster.
- Its viscosity makes it easy to apply to vertical surfaces

Suitable for:
- Natural Stone (acid resistant, only)
- Porcelain Tile
- Glazed Ceramic Tile

CLEANING INSTRUCTIONS
Note: Shake before opening. Always test in a small inconspicuous area to determine ease of use and desired results. Prior to cleaning, make sure the surface is swept or vacuumed to remove loose debris.

1. No dilution necessary.
2. Wait at least 24 hours after grouting before cleaning with FILA CR10.
3. Using a large flat paintbrush, apply FILA CR10 directly to the surface.
4. Wait 30 minutes.
5. Rub with an abrasive sponge to remove epoxy residue. A single-brush machine fitted with the most appropriate disc can be used for floors.
6. Rinse thoroughly.
7. For more stubborn residues, repeat the same procedure, allowing the product to sit on the surface for longer than 30 minutes.

SOLVING FOR: Protecting matte, natural stones, agglomerates or materials with a cleft or antiqued finish.

FILA FOB
SOLVENT BASED OIL PROOFING

Features + Benefits
- Protective basecoat for waxed surfaces with rustic or rough finishes.
- Does not alter color or appearance of the surface.

Suitable for:
- Countertops or other areas that may come in contact with food.
- Natural stones with an antique or matte finish.
- Agglomerates

PROTECTION INSTRUCTIONS
Note: Prior to sealing, make sure the surface is swept or vacuumed to remove loose debris.

1. No dilution necessary.
2. For exterior applications: apply a first coat of HYDROREP (for natural stone) or FILA ES/82 (for terracotta) to the dry paving.
3. Wait at least 24 hours after grouting before applying an even, continuous coat of FILA FOB.
4. For indoor applications: apply FILA FOB with a large brush. The following day, apply one or two coats of the most suitable protective product (FILA JET, FILA MATT, FILA SATIN, FILA LONGLIFE).

MAINTENANCE INSTRUCTIONS
Maintain surfaces using a diluted solution of FilaCleaner.
SOLVING FOR: Protecting polished marble, granite and porcelain tiles, particularly in exterior applications requiring anti-graffiti protection.

FILA MP/90
SOLVENT-BASED STAIN PROTECTION FOR NATURAL STONE + POLISHED PORCELAIN TILE

Features + Benefits
• Stain protection for polished marble, granite and porcelain tile.
• Anti-graffiti treatment for exterior cladding applications.
• Does not alter color or appearance of the surface.

Suitable for:
• Countertops or other areas that may come in contact with food.
• Polished Marble
• Polished Granite
• Polished Porcelain Tile

PROTECTION INSTRUCTIONS
Note: Always test in a small inconspicuous area to determine ease of use and desired results. Prior to sealing, make sure the surface is swept or vacuumed to remove loose debris.

1. No dilution necessary.
2. Using a large flat paintbrush, apply Fila MP/90 to a clean, dry surface.
3. Wait 24 hours.
4. When the surface is dry, remove the excess solvent using a single-disc professional cleaner (white or beige disc) or a household polished fitted with felt pads.
5. Stubborn residues can be removed with a cloth dipped in FILA SOLV.

MAINTENANCE INSTRUCTIONS
Maintain surfaces using a diluted solution of FILA CLEANER.

SOLVING FOR: Protecting interior and exterior applications that require color-enhancing protection.

FILA STONEPLUS
SOLVENT-BASED PROTECTIVE ENHANCER FOR NATURAL STONE

Features + Benefits
• Protects and enhances the original color of natural stone.
• Penetrates deeply, protecting material from water, oil and dirt.
• Ideal for windowsills, tops, rossettes and inset decorations.
• Non-yellowing, UV resistant, provides long-lasting protection.

Suitable for:
• Interior and exterior applications.
• Suitable for use on countertops or other areas that may come in contact with food.
• Polished, Honed and Textured Natural Stone surfaces.

PROTECTION INSTRUCTIONS
Note: Once treated with FilaStone Plus, stone cannot be returned to its original state. Always test in a small inconspicuous area to determine ease of use and desired results. Prior to sealing, make sure the surface is swept or vacuumed to remove loose debris.

1. No dilution necessary.
2. Using a large flat paintbrush, apply FILA STONEPLUS to a clean, dry surface.
3. Rub the surface in a circular motion with a sponge or cloth to help with penetration of the product and the removal of any excess.
4. Wait 8 hours.
5. For a deeper color, repeat procedure.
6. Wait 8 hours between each application.

MAINTENANCE INSTRUCTIONS
Maintain surfaces using a diluted solution of FILA CLEANER.
CARE + MAINTENANCE: SUGGESTED PRODUCTS

- FOR STANDARD MAINTENANCE -

SOLVING FOR: Maintaining surfaces with a honed or polished finish.

FILA CLEANER
UNIVERSAL FLOOR CLEANER

Features + Benefits
• A gentle detergent for all floors.
• Safe for pretreated and sensitive surfaces.
• Cleans without damaging the surface and is ideal for maintenance of waxed surfaces (though not suitable for waxed wood floors.)

Suitable for:
• Natural Stone (acid resistant only)
• Porcelain Tile
• Glazed Ceramic Tile
• Wood

CLEANING INSTRUCTIONS
Note: Always test in a small inconspicuous area to determine ease of use and desired results. Prior to cleaning, make sure the surface is swept or vacuumed to remove loose debris.

1. Dilute to 1:200. For very dirty floors dilute to 1:30-1:50.
2. Clean the surface with a cloth or an electric floor cleaner.
3. Solution diluted to 1:200 does not require rinsing.

With one liter, approximate coverage (using 1:200 ratio) is 1500 m²

- FOR SPECIAL MAINTENANCE -

SOLVING FOR: Removing wax, epoxy, grout residues and stains from porcelain tile.

FILA PS/87
STAIN REMOVER, WAX + EPOXY REMOVER FOR PORCELAIN TILE

Features + Benefits
• Cleans and removes grease.
• Cleans without damaging the surface.
• Extremely easy to use.
• Removes epoxy grout residues.

Suitable for:
• Natural Stone (acid resistant only)
• Porcelain Tile
• Glazed Ceramic Tile

Note: Always test in a small inconspicuous area to determine ease of use and desired results. Prior to cleaning, make sure the surface is swept or vacuumed to remove loose debris.

CLEANING INSTRUCTIONS - TO REMOVE STAINS
1. No dilution necessary.
2. Pour directly on the stain, allowing the FILA PS/87 to cover the surface of the tile.
3. Allow to dry completely.
4. Wash + rinse.

CLEANING INSTRUCTIONS - TO REMOVE WAX
1. Dilute to 1:5
2. Use a paint brush, a sponge or other applicator to apply FILA PS/87 to a clean dry surface.
3. Clean the surface with a cloth or an electric floor cleaner. Does not require rinsing.
4. For very dirty floors dilute to 1:30-1:50 then clean the surface with a cloth and scrubbing brush. Remove dirt and rinse.