

# NATURAL STONE

PRODUCT CARE GUIDE

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## I. INTRODUCTION

Natural Stone is a magnificent and exquisite material finish and can last many years through simple care and maintenance. These recommendations of routine cleaning guidelines as well as procedures for stain removal should it become necessary are sourced by the Marble Institute of America (MIA). All methods of cleaning should be in accordance with ASTM C1515-01. We hope this guide will help preserve your stone's beauty for many generations to come.

## II. IDENTIFYING YOUR 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.

### A. SILICEOUS STONE

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, quartzite, brownstone, and bluestone.

### B. CALCAREOUS STONE

Composed mainly of calcium carbonate. It is sensitive to acidic cleaning products and frequently requires different cleaning procedures than siliceous stone. Types of calcareous stone include: marble, travertine, limestone, and onyx. What may work on siliceous stone may not be suitable on calcareous surfaces.

### III. ROUTINE CARE

#### A. GENERAL CLEANING BY AREA

##### 1. COUNTERTOP & VANITY TOP'S SURFACES

Stone Countertop's & Vanity Top's should be cleaned with a few drops of a neutral cleanser, stone soap, or a mild liquid dishwashing detergent and warm water. Use a clean soft cloth for the best results. Too much cleanser or soap may leave a film and cause streaks. Do not use products that contain lemon, vinegar, or other acids on marble or limestone. Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface. Stone Countertop's & Vanity Top's should have a sealer applied initially and regularly to prevent staining. Please refer to our "Solutions Matrix" below.

##### 2. FLOOR SURFACES

When cleaning stone floors, dust mop interior floors frequently using a clean, non-treated 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. Normally, it will take a person about eight steps on a floor surface to remove sand or dirt from the bottom of their shoes. Normal maintenance involves periodic washing with clean, potable water and neutral (pH 7) cleaners. Soapless cleaners are preferred because they minimize streaks and film. Mild, phosphate-free, biodegradable liquid dishwashing soaps or powders or stone soaps are acceptable if rinsing is thorough. Wet the stone surface with clean water. Using the cleaning solution (following manufacturer's directions), wash in small overlapping sweeps. Work from the bottom up if it is a vertical surface. Rinse thoroughly with clean, potable water to remove all traces of soap or cleaner solution. Change the water in the rinse pail frequently. Dry with soft cloth and allow it to thoroughly air dry.

### 3. BATH & WET AREAS

In Bathroom's and 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 overuse of an ammonia solution may eventually dull the surface of the stone.

### 4. EXTERIOR

The large expanses of stone generally found on exterior applications may make it impractical to perform normal maintenance on a frequent basis. Large installations, however, should be given periodic overall cleaning as necessary to remove accumulated pollutants. Easily accessible stone surfaces such as steps, walkways, fountains, etc., should be kept free of debris and soiling by periodically sweeping and washing with water. In outdoor pool, patio, or hot tub areas, flush with clear water and use a mild bleach solution to remove algae or moss.

#### B. DO'S + DON'T'S

**DO** dust mop floors frequently.

**DO** clean surfaces with mild detergent or stone soap.

**DO** thoroughly rinse and dry the surface with clean, clear water after washing.

**DO** blot up spills immediately.

**DO** protect floor surfaces with non-slip mats or area rugs and countertop surfaces with coasters, trivets, or placemats.

**DON'T** use vinegar, lemon juice, or other cleaners containing acids on marble, limestone, travertine, or onyx surfaces.

**DON'T** use cleaners that contain acid such as bath- room cleaners, grout cleaners, or tub & tile cleaners.

**DON'T** use abrasive cleaners such as dry cleansers or soft cleansers.

**DON'T** mix bleach and ammonia; this combination creates a toxic and lethal gas.

**DON'T** ever mix chemicals together unless directions specifically instruct you to do so. **DON'T** use vacuum cleaners that are worn. The metal or plastic attachments or the wheels may scratch the stone's surface.

## IV. STAIN REMOVAL

### A. GENERAL TIPS

1. Remove any loose debris.
2. Blot spills; wiping the area will spread the spill.
3. Flush the area with plain water and mild soap and rinse several times.
4. Dry the area thoroughly with a soft cloth.
5. Repeat as necessary.
6. If the stain remains, refer to the section in this guide on stain removal.
7. If the stain persists or for problems that appear too difficult to treat, call your stone care professional, installer, or restoration specialist.

### B. IDENTIFYING & REMOVING YOUR STAIN

#### 1. OIL-BASED STAINS

Examples: Grease, tar, cooking oil and cosmetics.

Description: Will darken the stone and normally must be chemically dissolved so the stain's source can be rinsed away.

Solution: Clean gently with a soft liquid cleanser, household detergent, ammonia, mineral spirits, or acetone.

#### 2. ORGANIC STAINS

Examples: Coffee, tea, fruit, tobacco, paper, food, urine, leaves, bark and bird droppings. Description: May cause a pinkish-brown stain and may disappear after the source of the stain has been removed.

Solutions: Outdoors, with the sources removed, normal sun and rain action will generally bleach out the stains. Indoors, clean with 12% hydrogen peroxide and a few drops of Ammonia.

### 3. INORGANIC METAL STAINS

Examples: Iron, rust, copper and bronze.

Description: Iron or rust stains are orange to brown in color and leave the shape of the staining objects, such as nails, bolts, screws, cans, flowerpots, or 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.

Solutions: Metal stains must be removed with a poultice. Deep-seated, rusty stains are extremely difficult to remove and the stone may be permanently stained.

### 4. BIOLOGICAL STAINS

Examples: Algae, mildew, lichens, moss and fungi.

Solutions: Clean with a diluted (1/2 cup in a gallon of water) ammonia, bleach, or hydrogen peroxide.

**WARNING: DO NOT MIX BLEACH AND AMMONIA! THIS COMBINATION CREATES A TOXIC GAS!**

### 5. INK STAINS

Examples: Magic marker, pen and ink.

Solutions: Clean light colored stones with bleach or hydrogen peroxide. Use lacquer thinner or acetone for dark colored stones.

### 6. PAINT STAINS

Solutions: Small amounts can be removed with lacquer thinner or scraped off carefully with a razor blade. Heavy paint coverage should be removed with a commercial liquid paint stripper. **DO NOT USE ACIDS OR FLAME TOOLS TO STRIP PAINT FROM STONE.**

## 7. FIRE AND SMOKE DAMAGE

**Solutions:** Older stones and smoke or fire stained fireplaces may require a thorough cleaning to restore their original appearance. Commercially available smoke removal products may save time and effort.

## 8. WATER SPOTS AND RINGS

**Examples:** Surface accumulation of hard water.

**Solutions:** Buff with dry steel wool.

## 9. ETCH MARKS

**Examples:** Calcareous stones caused by acids (typically from milk, fruit juices, alcohol, etc.) left on the surface of the stone.

**Descriptions:** Some will etch the finish but not leave a stain; others will both etch and stain.

**Solutions:** Once the stain has been removed, wet the surface with clear water and sprinkle with marble polishing powder. Rub the powder into the stone with a damp cloth or by using a buffing pad with a low-speed power drill or polisher. Continue buffing until the etch mark disappears and the marble surface shines. Honing may be required for deep etching. This process may require the services of a stone maintenance professional.

## 10. EFFLORESCENCE

**Description:** A white powder that may appear on the surface of the stone, it is caused by water carrying mineral salts from below the surface of the stone to the surface and evaporating. When the water evaporates, it leaves the powdery salt residue.

**Solutions:** If the installation is new, dust mop or vacuum the powder. Repeat as necessary as the stone dries out. Do not use water to remove the powder (adding water will only add to the problem). If the problem persists, contact the stone contractor to identify and remove the cause of the moisture.



V. SUGGESTED PRODUCTS

A. SOLUTION MATRIX

	PRE-INSTALL	POST-INSTALL	ROUTINE CARE	PROTECTION	STAIN REMOVAL	COLOR ENHANCEMENT
FILA CLEANER		X	X			
FILA DETERDEK		X				
FILA PS/87		X	X		X	
FILA CR10		X				
FILA PRW200	X					
FILA NOSPOT					X	
FILA MARBLE RESTORER					X	
FILA STONEPLUS				X		X
FILA MP90				X		

## B. PRODUCT PROFILE

### I. FILA CLEANER

#### Description:

All purpose floor cleaner for terra-cotta, porcelain stoneware, glazed ceramic tile, quarry tiles, concrete, natural stone, granite, agglomerates, tumbled marble, pebbles, and cobblestones.

#### Purpose:

- A gentle detergent for all floors
- Safe for pretreated and sensitive surfaces
- Essential for after installation cleaning of acid sensitive material such as polish natural stone or polish agglomerates.

Compatible Material: Wood, Linoleum, Porcelain, Stone, Terracotta, Concrete, Glazed Ceramic, Rubber and PVC

#### Benefits:

- Cleans without damaging the surface
- When highly diluted (1: 200) it leaves no residues and does not require rinsing
- Highly concentrated: can be diluted according to use
- Highly biodegradable
- Ideal for the maintenance of waxed surfaces
- Diluted min. 1:200 can be used with a floor cleaning machine
- Ideal for laminated surfaces

## 2. FILA DETERDEK

### Description:

Descaler for terra-cotta, porcelain stoneware, glazed ceramic tiles, acid resistant stone and quarry tiles.

### Purpose:

- Removes all grout residues and building site dirt
- Eliminates any saline efflorescences from terra-cotta
- Removes lime deposits from floors, walls tiles (showers), and bathroom fixtures
- Penetrating cleaner for outdoor paving
- All-in-one descaler and detergent: contains high concentrations of surfactants
- Removes rust stains

Compatible Materials: Terracotta, Clinker, Porcelain Stoneware, Acid resistant natural stones, Glazed Ceramic

### Benefits:

- Does not emit fumes that are harmful to users or the environment: a welcome substitute to muriatic acid.
- Does not alter color or appearances of the surfaces
- Cleans without damaging surfaces
- Does not harm aluminum or steel rims
- Multi-purpose: terra-cotta, porcelain stoneware, acid-resistant stone
- Dual use: according to dilution, can be used as either a detergent or descaler.

### 3. FILA PS/87

#### Description:

Floor cleaner, stain remover and wax stripper for terra-cotta, porcelain stoneware, glazed ceramic tiles, marble, unpolished stone, concrete, linoleum, PVC and quarry tiles.

#### Purpose:

- Diluted: cleans and removes grease from dirty porcelain stoneware, ceramic, natural stone, terra-cotta and concrete floors.
- Undiluted: removes stubborn stains from porcelain stoneware.
- It is excellent for basic cleaning of acid sensitive stone.
- Ideal for basic cleaning of concrete.
- Wax remover for water based, metal or polishing wax.

Compatible Materials: Linoleum, Terracotta, Clinker, Porcelain Stoneware, Concrete, Matte Stones and Agglomerates, Glazed Ceramic

#### Benefits:

- A 3-in-one solution: Stain remover, detergent and wax remover.
- The only product that removes stubborn stains from porcelain stoneware.

#### 4. FILA CRIO

Description:

Cleaner for epoxy residues.

Purpose:

- High viscosity liquid detergent for cleaning off residues, stains and streaks of epoxy plaster.
- Ideal for non-absorbent materials such as porcelain stoneware, glazed ceramic tiles and glass mosaics.

Compatible Materials: Terracotta, Clinker, Porcelain Stoneware

Benefits:

- Its viscosity makes it easy to apply evenly to vertical surfaces.
- It also gives good results with seasoned larger residues.
- It respects the material
- It is a water-based cleaner
- Easy to apply
- Pleasant almond fragrance

## 5. FILA PRW200

### Description:

Water-repellent protector against laying dirt, that makes grouting and cleaning easier without altering the material's appearance.

### Purpose:

- Water-repellent protector against laying dirt, that makes grouting and cleaning easier without altering the material's appearance.
- Ideal for absorbent materials such as terra cotta, quarry tiles, natural and reconstructed stone and agglomerates.

Compatible Materials: Glossy Finish Stones, Terracotta, Clinker, Matte Stones and Agglomerates

### Benefits:

- It protects from dirt caused by grouting.
- It does not affect adhesion between grout and material.
- It makes cleaning after laying simple.
- It reduces drying times, making subsequent treatment faster.
- It does not alter the material's appearance.
- VOC free: it does not release toxic emissions.
- Easy to apply.
- After the application it is possible to apply any kind of protection treatment.

## 6. FILA NOSPOT:

### Description:

Eliminates oil and grease stains from any surface.

### Purpose:

- Removes oily and greasy stains from terracotta, quarry tiles, natural stone, granite, agglomerates, tumbled marble, pebbles, cobblestones, concrete.

Compatible Materials: Glossy Finish Stones, Terracotta, Clinker, Concrete, Matte Stones and Agglomerates

### Benefits:

- Easy to use: just spray and wipe.
- Highly effective on outdoor terracotta either untreated or treated with no filming products.
- Leaves no traces if used on fresh stains.
- Ideal also for quarry tile, red stoneware, or unpolished natural stone.
- Cleans cracks where other stain removers just can't reach.
- Guaranteed performance also on untreated surfaces.
- Handy spray is easy to use.

## 7. FILA MARBLE RESTORER

### Description:

System for removing acid stains from polished stone surfaces.

### Purposes:

- To restore small surfaces made of marble, travertine stone and polished limestone which have been marked by acid based stains or atmospheric agents.
- It is ideal for restoring kitchen and bathroom tops, tables, steps and window sills.
- It removes dullness caused by wear and tear as well as small marks on polished stone floors.

Compatible Materials: Marble



## 8. FILA STONEPLUS

### Description:

Color-enhancing protection for floors in natural stone, granite and agglomerates.

### Purposes:

- Protects and enhances the original color of polished, honed, rough and tumbled natural stone.
- Penetrates deeply into the material, protecting it from water and oily stains and dirt.
- Ideal for windowsills, tops, rosettes, inset decorations. Perfect for interior and exterior surfaces.

Compatible Materials: Glossy Finish Stones, Matte Stones and Agglomerates

### Benefits:

- Intensifies color whatever the surface finishes.
- For interior and exterior surfaces.
- Non-yellowing, UV resistant, provides long-lasting protection.
- Very high coverage rates.
- Eliminates weaknesses in granite.
- No film forming.
- Certified as suitable for use on food contact surfaces.

## 9. FILA MP90

### Description:

Clear stain protection for natural stone, marble, granite, agglomerates and polished porcelain stoneware.

### Purposes:

- The best stain protection for polished marble, granite, and porcelain stoneware.
- Anti-graffiti treatment for vertical walls in natural stone.
- Ideal for protecting tables, bathroom tops and kitchen counters.

Compatible Materials: Glossy Finish Stones, Porcelain Stoneware, Matte Stones and Agglomerates, Glazed Ceramic

### Benefits:

- Does not alter the natural color of surfaces.
- No film forming
- Certified as suitable for use on food contact surfaces.
- Excellent for tables and windowsills
- Ready to use: do not windowsills
- Ready to use: do not dilute
- Seals, protects, makes maintenance easier