

Maintenance Procedures Quartz Carpet

Although your floors are extremely durable surfaces and will last for many years to come, they will quickly lose their beautiful condition if not properly maintained.

No type of flooring is truly maintenance free. Whilst your surfaces are relatively low maintenance when compared with other types of flooring, they do require regular and specific attention. Hard floor surfaces are reactive and can be easily damaged by some household and commercial materials and cleaning products.

Important Note:

- **Do not** wash floor for the first week after application not even with water. This allows sealers to dry/cure completely.
- **Do not** use high pressure washing equipment, nylon-grit or strata-grit rotary brushes. If required only use low pressure washing equipment or simply hose down (external applications only).
- **Never** use ammonia, bleach, vinegar, hydrochloric acid, citrus or any other cleaners that are acidic or alkaline.
- Use only natural PH cleaning products on your surfaces or Stone Soap (recommended Quartz Carpet cleaner).
- Felt protectors on furniture will reduce scratching to the surface. Work station mats are recommended to prevent desk chair/stiletto heel damage.
- Walk off mats and rugs in high traffic areas and at the entrances will catch dirt before it reaches the floor. Remember not to use rubber backed mats.
- Keep the floors free of any sand, grit or larger debris, as these can be abrasive to the surface.
- A clean microfiber dust mop is very effective at removing dirt on these surfaces.
- Clean up all spills and semi solids as soon as possible. Some liquids (for example citrus, urine, oil and wine) can stain your surface and need to be removed as quickly as possible.

There are two different types of Quartz Carpet finishes, closed pore and open pore and the methods in which they are maintained are different. For this reason all instructions should be read prior to any floor maintenance. If you are unsure of which method should be used please phone Alternative Surfaces on 03 9427 1100.

Closed Pore:

Closed Pore finishes are finishes where the quartz stones have had our product called **Pore Fill** applied over them. An optional **PU Matt** or **PU Gloss** sealer can then be applied over the **Pore Fill**. By applying the Pore Fill the cavities between the stones are filled. Debris or liquid will not be caught between the stones providing a hygienic surface. A **Pore Filled** or closed pore finish is essentially required in wet areas and meal areas. This finish is available in all 3 stone sizes (0.8-1.2mm, 1.0-2.0mm & 2.0-3.0mm) and is vital in the application of 0.8-1.2mm. Quartz Carpet Pore Filled is usually easily recognized because the sealer is visible. However if there is doubt, phone Alternative Surfaces. Closed Pore finish can be vacuumed, swept, mopped or steam cleaned.

Daily/Weekly Maintenance Procedures

- Clean floor as usual with a broom or vacuum.
- Mop floor with a string mop using a neutral detergent and hot water. **Do not** use strong cleaning agents as they may strip the sealer. **Wring mop thoroughly. Do not flood floor with excess water.**
- Scuff marks can be removed by placing more pressure on the mop or for more difficult marks use a white scrubbing pad with a small amount of soapy water. Abrasive scrubbing pads should not be used as they can damage the sealer.
- It is very important to ensure the water, mop and bucket are thoroughly clean prior to use. Dirt particles can become trapped in crevices and leave the surface looking dirty. It is advisable to occasionally scrub floor with a clean scrubbing brush (bristle brush on a rod) and some warm soapy (stone soap) water. This process removes dirt that can become trapped in the crevices.

Monthly Maintenance Procedures

- Commercial or high traffic areas;
- Clean existing substrate with Auto-Scrub machine. Auto-Scrub machine has rotary brushes which lifts dirt and debris from the floor and from cavities between the stones to create a clean surface.

Annual Maintenance Procedures

- We recommend steam cleaning the floor once per year, especially with the 1-2mm and 2-3mm Closed Pore finishes. Annual steam cleaning is sufficient for residential projects. For commercial and retail projects, steam cleaning may be required 6 monthly depending on foot traffic.

NOTE: The steam cleaner should not have a metal cleaning wand as the metal can damage the floor finish. A rubber tip or a machine that uses a rotating brush method increases the suction and better results are achieved. If you require more information please contact Alternative Surfaces.

Open Pore:

Open Pore finishes are 1-2mm, 2-3mm and 2-4mm stones that have not had **Pore Fill** applied over them. (An optional **PU Matt** or **PU Gloss** sealer can then be applied over the stones). This finish is maintained by vacuuming and **cannot** be mopped because water can get trapped between the stones.

Indoor Daily/Weekly Maintenance Procedures

- This finish should be cleaned by vacuuming. Vacuuming will remove all dust and debris on the floor.

NOTE: If liquid is spilled on the floor it should be cleaned up immediately with a sponge or cloth. Avoid spreading the liquid by dabbing the spill with the sponge instead of wiping it.

Outdoor Daily/Weekly Maintenance Procedures

- This finish should be cleaned daily with a soft bristle broom. A Garden blower can also be used to remove all dust and debris on the floor.
External Quartz can be cleaned by hose with a soft bristle broom to scrub and rinse. A low pressure water cleaner can also be used to clean the external Quartz Carpet.

NOTE: If liquid is spilled on the floor it should be cleaned up immediately with a sponge or cloth. Avoid spreading the liquid by dabbing the spill with the sponge instead of wiping it.

Annual Maintenance Procedures

- Steam cleaning the open pore finish annually is important. We recommend steam cleaning the floor once per year, especially with the 1-2mm and 2-3mm finishes. Annual steam cleaning is sufficient for residential projects. For commercial and retail projects, steam cleaning may be required 6 monthly depending on foot traffic.

NOTE: The steam cleaner should not have a metal cleaning wand as the metal can damage the floor finish. A rubber tip or a machine that uses a rotating brush method increases the suction and better results are achieved. If you require more information please contact Alternative Surfaces.

- We recommend a full cleaning procedure annually to remove any built up residue and to keep floors in good condition. For External applications (2-3mm) we recommend Re-Sealing with *PU Gloss* every 2 years.

Crystal Coat Application (Not suitable for open pore finish)

This is an optional maintenance coat that can be applied to bring back the sheen of the floor. *Crystal Coat* will naturally wear away and is required to be re-applied. Our recommended cleaner is *Stone Soap*. *Stone Soap* is a neutral detergent and will not harm *Crystal Coat*.

Crystal Coat can be applied as often as desired to restore the floors original sheen. In residential areas we recommend an application at least once a year and for commercial areas, once every 4 to 6 months.

1. Thoroughly sweep floor with a clean broom. Surface must be clean of all dust and debris.
2. Using one of the *Stone Soap* application methods, remove any scuffmarks, oil and grease.
3. Always rinse with clean water.
4. Stir *Crystal Coat* thoroughly prior to use. Do not shake *Crystal Coat* to mix.

5. Apply **Crystal Coat** to floor with a clean polyester cotton mop (specially made for applying sealers). Wring mop out to avoid dripping. Apply **Crystal Coat** thin and evenly using a figure eight overlapping strokes. Make sure there are no puddles or bubbles on the surface. Colour will appear to be milky white but will dry clear. Lighter applications can be used along edges and baseboards, as these areas are not as heavily trafficked.
6. Allow 30 minutes drying time between coats. (Fan can be used but watch for any rippling). Allow 1-2 hours depending on weather conditions before walking on.
7. Apply 2-3 coats. For a glossier look apply as many coats as desired.

Crystal Coat will cure in 24 hours. Do not wet floor during this time.

RECOMMENDED ROUTINE CLEANING & MAINTENANCE FOR ANTI-SLIP SC8 SEALER

It is vital to ensure that the surface is free of any spoilage, oils, grease and other contamination as these will compromise the Anti-Slip characteristics within a short period of time.

The most common mistake made by Cleaners is to over use detergent cleaners especially using string mops as air dries and evaporates water off leaving a detergent film on the surface. This becomes dangerous when water reactivates the detergent film which can cause the surfaces to become slippery.

The following steps can be followed for a routine cleaning and maintenance (once a day, a week or as required depending on situation)

- Sweep, if required, to remove any dry surface spoilage.
- Dilute Anti-Slip Cleaner and lightly scrub the surface with warm water and leave for 5-10 minutes – this melts any grease and loosens any contaminants.
- We strongly advise and encourage you to use our Anti-Slip Cleaner which has a Bacteria stat included and does not contain dangerous Caustic-Sodium Hydroxide. Other water base cleaners may be used but ensure they have no caustics or corrosive chemicals.
- Rinse, then wet vacuum extracts the total area. – Residential or in smaller areas use a micro fibre mop, rinsing frequently. For commercial and larger areas clean by lightly auto scrubbing vacuum, with BRUSHES NOT PADS. First scrub the floor with Anti-Slip Cleaner and leave it for 5 to 10 mins before rinse pickup.

Anti-Slip cleaner is highly concentrated and must be diluted before use.

Heavy – 1:30/40

Maintenance – 1:80/100

Note: Rope/String mops tend to smear leaving a film which overtime can build and create a potential slip scenario.

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