

Cleaning recommendations

In general due to its vitrified surface the ceramic floor tile and wall tile are susceptible to be chemically damaged by external agents like acids even when diluted, therefore it is not recommended to use cleaning products containing any acid or abrasive ingredients.

For regular cleaning mopping with clean water is recommended, and in case deeper cleaning is needed, clean water and soap, however it should be washed away and dried immediately. If the surface is rough a plastic brush can be used as well. For decorative pieces, only water and a piece of flannel is recommended.

In case of exposure to any acid or abrasive agent (vinegar, wine, muriatic acid, caustic soda, etc.) it is crucial to wash well any residue and prevent it from frequent exposure.

Prolonged exposure to cleaning agents, including soap, is not recommended either because it can adhere to the surface or can create a stronger bond between surface and dirt when dry.

To remove white marks on the enamel surface, caused by white powder in the back of the pieces when packed, you must use plastic fiber, powder detergent and water or basic type products, commonly found in supermarkets.

Special recommendations for polished porcelain

Polished products contain raw material that provides the tile with a specific hardness that allows the surface to be polished and obtain a flat and bright finish, but due to its glass nature some level of porosity is still present, such porosity is filled and covered with a high-tech treatment called "Hi Coat" that will prevent dirt from sticking to the surface and will make it easier to clean.

This "Hi Coat" sealing application is intentionally a heavy coat to protect the product during the installation, preventing scratches and stains during the job; this waxy cover can be buffed out using dry grout powder with NO sand or dry powder detergent. The buffing can be done with paper, sponge, or buffing machine with a soft pad.

It is important to make sure that the buffing materials used are not abrasive agents.

If a tile is scratched for any reason, it should be replaced and not polished with traditional or conventional equipment as its originally polished finish has been achieved using industrial processes with special characteristics.