



Porcelain Care & Maintenance:

You've invested in a beautiful new floor and we want to help you protect your investment. All floor coverings require care and maintenance to look and perform their best.

Warnings

Carefully read the technical information associated with the collection you have purchased before cleaning. This can be found online and in the brochure.

When using any type of product, we recommend you always follow the manufacturer's recommended dosages and set times. First carry out tests on non-installed material or concealed areas of the installed surface before applying to the whole area.

Avoid the use of the following:

- Steel wool pads, scouring pads, or any items containing harsh aids such as metal.
- Ammonia; this will easily discolor grout.
- Cleansers that contain bleach and/or acid for cleaning and maintenance.
- Oil-based detergents, wax cleaners, or sealants.
- Cleaning agents that contain dye or color.

Routine Maintenance & Cleaning

Porcelain tiles require minimal maintenance. They can generally be cleaned with clean water and/or a neutral pH cleaner. If using a detergent we recommend rinsing with clean water and wiping dry to prevent film formation.

Spilled liquids, especially those high in acid, may stain the tile if not removed promptly.

The same cleaning process will apply for more abrasive tiles or tile installed outdoors. Outdoor tiles may be harder to keep clean due to surfaces that have more friction.

If using a pressure washer, you must do so with extreme caution. Set the machine to the lowest setting and try it on a very small portion of the tile before proceeding with the rest. Make sure not to stay on one spot for long periods at a time as constant pressure may damage the surface.



Initial Cleaning

Tiles should be thoroughly cleaned of grout after installation to assure ease of maintenance in the future. Once the grout has dried, we recommend the following procedures:

1. Remove any coarse debris using a broom and/or vacuum cleaner.
2. Wet the floor with clean water in order to soak and protect the joints against any corrosive action the detergent being used may cause.
3. Clean using a suitable detergent, which can be applied by hand (with a clean cloth), or with a machine (a single-brush machine with medium, non-abrasive bristles or a high-pressure water cleaner).
4. Soak up the cleaning solution with a clean cloth or a suitable vacuum cleaner.
5. Thoroughly rinse surfaces with clean, warm water to neutralize the action of the detergent.
6. Remove any build-up by scraping it off.
7. If needed, clean the surface again using a diluted neutral detergent; then rinse using clean warm water and dry.

If an epoxy sealant has been used during the installation, any remaining residue on the tile's surface must be removed before the grout has completely hardened. Remember to always carefully follow the instructions supplied by the manufacturer of the product you are using.

Grout Haze

Tile may appear dull if grout haze remains on the surface. This often happens when grout is not thoroughly cleaned from the tile surface immediately following installation. Since grout is a form of cement, it becomes very difficult to remove after drying completely and may even etch the surface of the tile.

This can be avoided by grouting only a few manageable sections at a time and cleaning each section well before moving on to remaining areas. This step is particularly important when working with textured or polished tiles.

When grout remains on the surface, it attracts and holds dirt, thus making it impossible to restore the original sheen or surface to the tile. Products do exist to remove grout haze, however these products often contain low quantities of acid that can damage the surface of the tile. Extreme caution and supervision is required when using these products.



Technical Specifications

Where can I find the full technical specifications of a product?

The full technical specifications for any Happy Floors collection can be found in its brochure. For a full list of Happy Floors brochures visit our Brochures page.

Why is a 50% staggered layout not recommended?

Tile has a natural bow/bend to it, it is lower at the ends and higher in the middle. When installed at a 50% this lippage can cause a shadow effect.

What size grout joint is recommended?

There is no standard size for grout joints. According to the TCNA (Tile Council of North America), the grout width can vary depending upon the type of tile and how much variation there is in sizing from tile to tile.

What is a rectified edge?

A tile with a rectified edge has been machine cut. This means all the tile's edges are straight.

What does DCOF stand for?

Dynamic Coefficient of Friction ("DCOF") measures a tile's slip resistance.

What is a PEI rating?

Porcelain Enamel Institute rating is the rating given to a tile based on its hardness on a scale of 1 to 5. Group 1 being the softest, is suitable for areas where softer footwear is worn in light traffic areas. Group 5 being the hardest, is suitable for areas with heavy foot traffic, where abrasive dirt is present.



We do not recommend acid cleaning any of our products.

Any effort to remove grout haze with an acid-based product should be cautiously undertaken by a professional contractor or cleaning company and utilizing extreme caution. Improper use of acids can damage the tile and might result in discoloration of the glaze.

If you have any questions, please do not hesitate to contact your Happy Floors representative.

DISCLAIMER.

Happy Floors provides the information contained herein to our customers as an information source only. We do not manufacture or supply any installation or cleaning products. Please consult with the manufacturer of the products you are planning on using for proper handling and application instructions. We will not be held liable for any damage caused by any care or maintenance products applied to tiles.