

We recommend wearing appropriate Personal Protective Equipment (PPE) including protective gloves and eye protection at all times during all cleaning processes. Some cleaning products are more suited to chemical-resistant protection, such as nitrile gloves. Always check the manufacturer's cleaning product guidance for suitable protection.

In some circumstances, there may be some advantage in allowing the cleaning solution to remain on the tile surface for a limited extended period of time to help to activate the cleaning agent. Always rinse the tile surfaces and tile joins immediately after with plenty of clean water. Porcelain tiles are high density and low porosity. This helps to minimise incidences of staining.

Regular and Routine Cleaning

Vacuuming of the surface to be cleaned is recommended in order to remove loose debris first.

For everyday wet cleaning, we recommend mild detergent. Do not use wax, oils, hydrofluoric acid, phosphoric acid or products which contain these or other acid, as part of any routine program. For any cleaning product that you are not confident using, test on a sample or a discreet part of the installation before proceeding. Aqua Mix Stone Deep Clean is one example currently recommended by Aqua Mix for a range of materials including porcelain. Please satisfy yourself of the suitability of any cleaning product prior to applying the product to a more expansive area. Professional cleaning service providers may offer assistance in developing a routine cleaning program for you, by contacting them directly.

Use a soft, clean microfibre mop or microfibre cloth to apply detergent. The detergent may need to be diluted in clean warm water according to the detergent manufacturer's guidance. Do not use abrasive pads or cutting powders which can affect the condition of the surface of the tile. Always follow the manufacturer's guidance, and check on the guidance if you have any concern before you begin the cleaning process.

Removal of attached debris

Attached debris typically will not wipe away readily. For special cleaning to treat more stubborn mineral deposits on the surface, we suggest using a mildly acid detergent. In all other cases, use pH-neutral or mildly alkaline products. Always follow the manufacturer's instructions when using these substances. Some areas will be more prone to particular build up associated with the environment in which the tiles are being used. Soap residues on shower walls and floors, for example, or organic soil marks on entry floors.

There are professional tile and stone cleaners which should be contacted if a more intense clean is required. Do not use neat acids including vinegar, bleach or ammonia which can damage the tiles over time. A soft bristle brush can help to agitate the debris on the surface to help with removal, particularly for surfaces with more texture.

If the debris remains more challenging to shift, it might be that a mechanical pad is required such as 3M Scotchbrite pads or similar. Mechanical pads are more readily applied by a machine over larger areas. Consultation with and engagement of a professional cleaner might become more convenient for you for more challenging cleaning. Always satisfy yourself of the competence of cleaning service providers prior to them commencing work. Test areas are recommended prior to allowing cleaning contractors to treat the whole area.

Construction Cleaning

Construction cleaning refers to the cleaning process to be conducted upon completion of the tile installation. This helps to address contaminants which might be more frequently associated with construction, including cement, grout haze or residual adhesives on the tile surface to name some examples. Paper faced porcelain mosaics, for example, might retain some residue after the paper is removed with clean water by the tiler. Any residual residue can be dissolved with enzyme diffusers include Dif, for example, manufactured by Zinsser or similar, then agitated by a white Scotchbrite pad or similar, and wiped away with a clean white microfibre cloth dampened with clean water.

Several products including but not limited to Aquamix Cement Grout Haze Remover, or Spirit Phosphoric Acid Cleaner. Acids are not recommended for routine cleaning described above, although they may be necessary in dilution for some areas of construction cleaning, according to the manufacturer's guidance. The strength of any acid solution and the duration of contact with the tile should be carefully controlled during the cleaning process. It is recommended to test milder solutions first, before applying stronger solutions of acid or alkali.

Cleaning Program

Areas of higher traffic including commercial floors for example, or areas which combine a variety of contaminants (eg cosmetics in bathrooms, food in kitchens) should be routinely cleaned more frequently. A periodic deep clean can be arranged separately to help to address more stubborn marks.

Polished porcelain may benefit from buffing with soft white cotton cloths or pads to remove any smears which may be more noticeable on the more light-reflective polished surface.

If you have any concerns, we recommend to seek guidance from competent cleaning professionals before work.