CARE & MAINTENANCE GUIDE

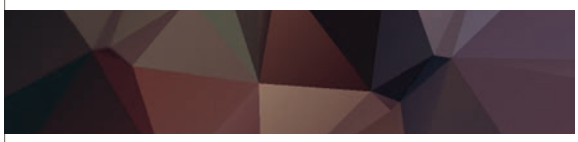
PORCELAIN x CERAMIC x METAL x GLASS

daltile®

CARE & MAINTENANCE GUIDE

PORCELAIN & CERAMIC TILE

Tile is known for its water resistance, easy cleaning capabilities and beautiful design. With the proper care and maintenance routine, your tile on floors, walls and countertops will retain its beauty and remain durable for years.



The following installation recommendations pertain to most porcelain and ceramic products offered by Daltile®. In addition to these considerations listed, special requirements may be needed for select products. Please visit daltile.com for the most accurate product and installation information specific to purchased product(s).

Daltile does not manufacture installation products. Daltile provides information to its customers as an information source only. The products identified in this catalog may have chemicals that cause reactions in certain individuals. Daltile strongly recommends the use of safety glasses, respirators (masks) and gloves in handling any materials that contain chemicals.

Tile products should be installed only after any prerequisite heavy construction is completed.

INSTALLATION CONSIDERATIONS

- Since there are variations in all fired ceramic and natural products, tile and trim supplied for your particular installation may not match samples. Final confirmation should be made from actual tiles and trim prior to installation. Manufactured in accordance with ANSI A137.1 standards.
- Random visuals enhance the natural beauty of tile with V4 shade variation. To achieve optimal results, all tile should be selected from multiple cartons and shading and graphic arrangement planned prior to installation.
- Water, oil, grease, improper drainage and certain footwear can create slippery conditions. Floor applications expected to be exposed to these conditions require extra caution in product selection.
- Latex modified thin-set is recommended for installation of all ColorBody™ and glazed porcelain products.
- For ColorBody™ Porcelain tiles, special care should be taken when grouting with dark pigmented colors. A grout release is recommended to prevent finely powdered pigments from lodging in the pores of the surface.
- Special consideration needs to be given when installing tiles greater than 15 inches. Please refer to daltile.com/LargeTiles.
- Special consideration needs to be given when installing tiles that are rectified. Please refer to specific recommendations at daltile.com.
- Cove base trim is intended to coordinate with floor tile in the standard 90-degree installation position.
- For additional information refer to “Factors to Consider” at daltile.com/Factors.

SEALERS FOR POLISHED PORCELAIN TILE

Polished impervious porcelain tile is achieved by mechanically changing the surface from a natural to a light or high polished finish. This process creates a micro-porosity on the face of the tile. The tile itself is still technically sound porcelain with the same characteristics expected of high quality impervious tile.

The surface, however, may possibly require added protection to assure cleanability and ease of ongoing maintenance under a range of conditions including but not limited to:

- Grout haze removal
- Construction chemicals and dirt
- Maintenance / solvent-based cleaning materials
- Exposure to rubber containing solvent-based materials
- Acid-based materials

All of the above can result in hazing, spotting, etching or general staining of the polished tile surface.

With proper installation techniques, preventive care and effective maintenance procedures, fully polished impervious porcelain and polished glaze porcelain tile is a durable, high value and long lasting flooring option for most commercial and residential spaces. We recommend the use of a penetrating sealer on fully polished, impervious porcelain and polished glaze porcelain tile ***PRIOR to grouting.***

PRE-GROUT SEALERS
For polished porcelain products, Daltile's recommended pre-grout sealers and cleaning products can be found on page 7 (Please follow all manufacturer application instructions).

POST-GROUT SEALERS
For polished porcelain products, Daltile's recommended post-grout sealers and cleaning products can be found on page 7 (Please follow all manufacturer application instructions).

IMPORTANT: Always use the same sealer when applying both before and after grouting. Never mix water-based sealers with solvent-based sealers on the same tiles.

GENERAL SEALER GUIDELINES
For proper use of sealers with polished porcelain products, use these general guidelines in addition to the manufacturer instructions:

- Ensure a clean surface prior to sealing. Sweep or vacuum the surface to remove loose debris. Use an approved cleaning solution and autoscrubber to clean the floor in accordance with the product guidelines. We strongly caution against the use of acid-based or solvent-based chemicals for cleaning of fully polished impervious or polished glaze porcelain tile. The use of such products may damage the tile.
- Finish cleaning by using a clean tank of water and rinse surface, removing any excess liquid.
- Sealers may require more than one application, depending on the tile and grout utilized. Prior to grouting, apply to a test area to validate.
- Penetrating sealers usually require only one application and should not be left to dry on the tile surface. Remove any excess as material is being applied.
- Remove excess sealer from the tile surface by buffing with a clean towel.
- Allow grout sealer to properly cure on tile before grouting.

GROUT RELEASE

It is recommended to pre-seal or use a grout release ***PRIOR to installaing or grouting*** all polished, matte or textured porcelain products to enhance the efficacy of removal of various types of grout, latex modified grout or epoxy grout. Tiles with a matte or textured surface may contain structure or micro texture for slip resistance and visual enhancement. Daltile's recommended cleaning and grout-releasing products can be found on page 7 (Please follow all manufacturer application instructions).

Allow grout release to properly cure on tile before grouting.

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Daltile does not manufacture tile cleaning or maintenance products. Daltile provides information to its customers as an information source only. The products identified in this catalog may have chemicals that cause reactions in certain individuals. Daltile strongly recommends the use of safety glasses, respirators (masks) and gloves in handling any materials that contain chemicals.

GROUT HAZE REMOVAL

It is very important to clean up all grout debris and grout haze as part of the installation process. Coordinating tile to grout colors is visually appealing, but can have some special challenges. Grout residue from these installations can be more difficult to detect. If left to dry, this residue will not initially be visible, but will act as a "dirt magnet" and make cleaning more difficult when the floor is in use. Use of a grout release prior to grouting will make this process quite easy.

First remove any grout and construction dirt after installation. Then follow the grout manufacturer guidelines for cleaning grout joints. This will most often require several rounds of cleaning with fresh rinse water. Acid-based cleaners are not recommended, but if required, caution should be used to avoid damaging the grout. See manufacturer guidelines. If a grout haze is left to dry, removal is very difficult; contact the grout manufacturer for instructions on how to best solve this issue.

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PROTECTION DURING ADDITIONAL AREA CONSTRUCTION

Once tile installation is completed, grouted tile must be properly protected from dirt and debris resulting from continued light construction in the area. Failure to properly protect tile and grout could drastically harm the installed product and installation

To protect installed tile and grout, it is recommended that a protective cover be used and secured across the entire surface area such as but not limited to: paper sheeting, particle wood panels, cardboard or other similar coverings that will prevent damage to the product, keep off dirt/debris and ensure that grout and thin-set can continue to properly cure. Plastic coverings should be avoided.

Should proper protection fail to protect all areas and grout residue or build-up does occur, it is possible to prevent further damage by immediately cleaning the grout using these methods:

- Use a heavy swing type floor scrubber (70-90 lb. head weight) with a heavy-duty Green floor stripping pad or 120-grit nylon rotary brush in a circular motion.
- Follow the grout manufacturer guidelines and recommended grout haze remover.

ROUTINE TILE CLEANING

Ceramic tiles are easier to keep clean than most other surfaces and are resistant to many chemicals. However cleaners used need to be specified as safe for use on ceramic tile installations (including the grout).

- **Sweep up or vacuum away loose dirt prior to mopping. Use a microfiber mop head or cylindrical autoscrub machine fitted with soft to medium bristle brushes. Never mop with dirty water as will just redistribute the dirt throuh the whole floor.**
- Use a nonhazardous and low VOC cleaning chemical. Many cleaning products will require specific dilution rates and dwell time on the floor for maximum effectiveness. Always follow the cleaning product manufacturer's recommendations. Avoid chemicals that contain fluorine compounds as these will damage ceramic, glass and stone. Daltile does not recommend cleaners that do not require rinsing; these can leave a residue thats reduces slip resistance.
- Heavy soiled areas may need 3 to 5 minutes dwell time, depending on cleaning agent recommendations.
- Finish by rinsing with clean water then remove excess water.
- For large problem areas and periodic heavy cleaning, such as weekly cleaning in commercial spaces, use a cylindrical autoscrub machine fitted with a soft to medium bristle brush and allow cleaning agent to dwell for 5 to 10 minutes, depending on cleaning agent recommendations.

PREVENTING STAINS & SCRATCHES

While Porcelain & Ceramic tiles are easier to keep clean than most other surfaces and are resistant to scratches, etching and stains, these surfaces are not damaging proof.

Special care should be considered on Polished Tiles, as they will be more prompt to fine scratches as well as stains. Avoid presence of dust and sand. Clean promptly any presence of it and use soft wear.

Take care to avoid exposing the tile surface to permanent inks, dyes and other contaminants, as these might not be removable. If spills occur, rinse the area, then apply approved cleaning product

STAIN REMOVAL

To clean and maintain tile and grout, Daltile® recommends the use of products that are nonhazardous, low VOC and non- polluting (generally used by most tile professionals). Common household cleaners may be used within the guidance of this guide. See the chart for specific spot cleaning recommendations.

POLISHED PORCELAIN
For polished porcelain products, Daltile's recommended stain removers and cleaning products can be found on page 7 (Please follow all manufacturer application instructions).

ADDITIONAL FACTORS TO CONSIDER

- Care should be taken to ensure all dirt and cleaner residue is removed so that it does not compromise the slip resistance of the tile. Bleaches and alkaline cleaners can be especially problematic and may require multiple rinsing applications to remove.
- Follow manufacturer's instructions when using cleaning chemicals. Some of these can be hazardous when mixed together or otherwise misused.
- Always use the specified personal protective equipment when using cleaning chemicals.
- Commercial applications may require specialized equipment, chemicals, and procedures.
- Squeegee, wipe, or vacuum the floor dry after rinsing.
- Always test a small area first, prior to using chemicals on a larger area.
- Some cleaning products may leave a slick residue which should be removed.
- Always use fresh water and rinse floor well after cleaning to remove soap residue.
- Consult a cleaning chemical company for the suitability of products on ceramic tile.
- End-use conditions may vary widely so these recommendations may not work in all situations.

OTHER CLEANING RECOMMENDATIONS

MODERATE TILE CLEANING
When heavier cleaning is required, use a professional strength tile and grout cleaner that can remove grease, soap scum, body oil, mildew stains, algae, and synthetic or acrylic waxes from tile. However, such product should contain non-polluting chemicals and low VOC levels. The use of a low-speed Swing Machine or Buffer may be needed. Begin with less aggressive pad moving to a more aggressive if needed. Always rinse with clear water.

HEAVY TILE CLEANING
Tile and Grout should be cleaned on a periodic schedule, depending on the use and environment this could be more frequent. More tailored cleaning solutions and equipment (Scrubbers with Vacuum system or alike) and/or commercial cleaning companies are used for Deep Cleaning. Kitchens, Entryways, Shared Workspace, Common Areas, Service Areas and Showrooms might require more often maintenance. Always rinse with clear water.

REMOVAL OF SEALERS, WAXES, FLOOR FINISHES

SUGGESTED FREQUENCY FOR ROUTINE AND PERIODIC MAINTENANCE

Traffic Level	Routine Maintenance	Periodic Maintenance
Heavy	Daily	Quarterly
Medium	3 times / week	Semi-Annually
Light	Weekly	Annually

If you need to remove a topical sealer or floor wax from the Tile, you should use a Tile Sealer/Adhesive Remover. ALWAYS follow the remover manufacturer recommendation and test a small area first. On some occasions, and for protection during transportation, tile surfaces might have a special wax that if can't be removed with a regular Sealer Remover, Acetone can be used as well. ALWAYS follow the manufacturer safety instructions on personal protective gear to be used.

GROUT MAINTENANCE
Neither sealing the grout nor an epoxy grout will guarantee against surface buildup or discoloration of the grout. Grouts needs to be cleaned on a periodic basis to remove any surface buildup. Follow the Grout Manufacturer care and maintenance recommendations on cleaners and procedures that are required.

CAR DEALERS

Car Dealerships do have some additional considerations when comes to Care & Maintenance of their floors. The presence of contaminants sources, like oil & grease carried from Service Area, Tire Shinning Products, Rubber Marks from Tires among others, are very important factors, especially in a Car Dealer Showroom that typically is considerable in size, open and with big windows that is expected to be extremely clean.

Due to the size and exposure of Dealership showrooms, is recommended to follow the 3-step protocol (REGULAR/ MODERATE/HEAVY) to assure that dirt, dust and stains are being removed promptly from the floor.

TIRE DRESSING AND TIRE MARKS
Most tire shine products contain oils and polymers that can leave residue on tile surfaces, especially if not cleaned promptly. Also, some tire shine products are known to bond with Tile Sealers, clinching to Tile surfaces, specially to micro-porous present in polished tiles. We recommend testing some small areas to confirm that it is proper to be used. Cleaning these products from the Tile could present a challenge.

Also, compounds like plasticizers that manufacturers incorporate in New Tires can get transferred to the tile surface staining it. The use of Tire Pads is highly recommended.

HOW TO REMOVE TIRE DRESSING MARKS
- General cleaning: Try using a diluted all-purpose cleaner or a dedicated tile cleaner to remove surface residue.
- Specialized cleaners: For stubborn stains, consider using a commercial tile cleaner specifically designed for removing rubber marks or tire stains.
- Abrasive cleaning (with caution): In some cases, a mild abrasive cleaner or scrubbing pad may be needed to remove deep stains.

Always test in a small inconspicuous area first to ensure it doesn't damage the tile and follow the manufacturers recommendation on dilution and use procedure.

OTHER MEASURES TO PREVENT STAINS
- **Protect your floor:** Use a drop cloth or mats in your garage to prevent accidental spills.
- **Clean up spills immediately:** If tire shine gets on your tile, wipe it up as soon as possible with a damp cloth.
- **Walk off mats.** Use them at all entrances to the showroom and make sure to use both sides of doors from the showroom to the service area. Make sure there are good quality mats with non-staining backing. Change them frequently.

COMMERCIAL KITCHENS

Multi-purpose products or plain soap and water used regularly are sufficient to keep quarry tile clean. Avoid using no-rinse enzymatic or acid-based cleaners as the combination of heat, food contaminants and cleaner will cause the grout to become soft and will permanently damage it.

PRESSURE/WALK OFF MATS
pressure mats (especially those with a smooth rubber backing) generally do not damage tile floors; in fact, they can even help protect the tiles from scratches caused by chair casters, if the grout is properly sealed, and the rubber quality is good.

PRESSURE/WALK OFF MATS
Cheap, low-quality rubber can break down over time and potentially stain tile floors, so opt for high-quality, natural rubber when possible.

PRESSURE/WALK OFF MATS
Some pressure mats may have adhesives on their backing which could leave residue on the tile if not properly cleaned.

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GROUT ISSUES FROM GREASE.
In a commercial kitchen, grease buildup on tile floors can significantly damage grout by causing it to deteriorate, crumble, and discolor over time, as the porous nature of grout readily absorbs grease, leading to weakening and potential structural damage, especially if not cleaned regularly with appropriate cleaning agents designed for heavy grease removal; this is particularly problematic because commercial kitchens experience high volumes of grease spills which can continuously impact the grout.

KEY POINTS ABOUT GREASE DAMAGE

ABSORPTION:
Grout is highly porous and easily absorbs grease, leading to staining and weakening of the grout material.

CHEMICAL BREAKDOWN:
The grease can break down the chemical composition of the grout, especially if not properly cleaned with specialized cleaning products.

DETERIORATION:
As grease builds up in the grout lines, it can cause the grout to soften, crumble, and eventually fall apart.

COMMERCIAL BATHROOMS & LOCKER ROOMS

These locations are subject to an overtime buildup of Human Oils, Grease, Urine and other contaminants. Frequent and prompt cleaning is highly recommended to avoid the chemicals contained on those to potentially etching the tile surface.

TOILET BOWL CLEANERS:
Often contain harsh chemicals like bleach, hydrochloric acid, and ammonia, which are effective at removing stains and disinfecting but can harm grout. Grout is porous, meaning it can absorb these chemicals, causing it to weaken and deteriorate.

ACIDS:
Using an acid cleaner on commercial bathroom tiles can cause significant damage, primarily by "etching" the tile surface, leaving a dull, rough appearance and potentially permanent discoloration, especially on natural stone tiles like marble or limestone; additionally, acid can also weaken and deteriorate the grout between tiles, leading to further damage and potential water infiltration issues

STEAM AND WATER SPOTS:
Steam and water spots" in commercial bathrooms typically refer to hard water stains and mineral buildup left behind from condensation and water droplets, often appearing as cloudy or speckled marks on surfaces like mirrors, shower doors, faucets, and tiles, primarily caused by high mineral content in the water supply; these spots can be effectively removed with cleaning solutions.

POOLS

There are several types of buildup that can be caused by calcium, heat, hard water, and stains. Besides appearance, this buildup can create slippery conditions, and it is recommended to maintain a regular cleaning protocol.

Calcium buildup is the most common and comes in two forms. The first, calcium carbonate, deposits a fine film over the pool tiles and leaves behind a residue that builds up in layers. If you clean your tile regularly, it should come off the tile easily. If it builds up, acidic solutions can take care of it. The second type of calcium buildup, calcium silicate, is made up of sand which produces a sharp and crystalized buildup caused by high pH and calcium levels. It requires more intensive methods of cleaning.

HOW TO CLEAN POOL TILE
Cleaning pool tile is easy and should be a regular part of any well-rounded pool maintenance routine. It will not only extend the life of your tile but also reduce the lifetime maintenance costs because you won't have to replace tile pieces as often. Most stains and buildup can be cleaned similarly. Depending on Pool characteristics (Frequency used, Heated Pool, Open, Enclosed, etc.) A cleaning protocol including ROUTINE/MODERATE/HEAVY Procedures is recommended.

Option 1: Vinegar

To clean your pool tile this way, you will need vinegar, fresh tap or hose water, and a pool brush. Start by mixing the water with the vinegar and then use it to gently scrub each tile with the brush. In cases where the tile is regularly cleaned, this is likely enough to keep your pool tile sparkling.

Option 2: Tile Cleaning Products and Stain Erasers

You'll find cleaning products sold specifically for cleaning pool tile. To rid your tile of calcium buildup, look for stain erasers made from soft abrasives that remove the hard substance from your tile. For concrete pools, you can use a wet pumice stone on the wet tile for a similar effect. Other tile cleaning products are chemical-based and can dissolve calcium scale or buildup when applied directly to the dirty tile. Check your pool supply store for specialized products.

Option 3: Muriatic Acid

If vinegar or store-bought cleaning products don't work, the next step is to use a mixture of muriatic acid and water. You will find muriatic acid at your local pool store. Be sure to wear gloves and be careful when using the acid because it can cause burns and irritation if it comes in contact with your eyes or skin.

Option 4: Pressure Washing

You can also use a pressure washer to remove stubborn stains or buildup. If you don't have one, you can rent one from a local hardware store. It's important to ensure that your tile is in good shape before using the pressure washer because loose tiles can become dislodged during the process.

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CLEANERS FOR PORCELAIN & CERAMIC

(These recommendations are for general guidance; always read and follow product labels first before using.)

Stain Category	Stain / Spill	Common Products	MAPEI Ultracare	Custom \ AquaMix®
General Use	Routine Everyday Use		Everyday Stone, Tile & Grout Cleaner	Grout Deep Clean, or Heavy Duty Tile/Grout Cleaner, or Stone Deep Clean
	Routine Deep Cleaning		Heavy Duty Stone, Tile & Grout Cleaner	Grout Deep Clean, or Heavy Duty Tile/Grout Cleaner, or Stone Deep Clean
Food Groups	BBQ Sauce Coffee Soda Cranberry Juice Food Coloring Grape Juice Icing Jelly Ketchup Mayonnaise Mustard Pizza Sauce Tea Wine	Scouring Powder (without bleach) Mild Soap & Water or Vinegar Hydrogen Peroxide or Vinegar Borax or Hydrogen Peroxide Borax or Hydrogen Peroxide Borax or Hydrogen Peroxide Scouring Powder (without bleach) Borax or Hydrogen Peroxide Scouring Powder (without bleach) Scouring Powder (without bleach) Scouring Powder (without bleach) Scouring Powder (without bleach) Paste Made of Baking Soda & Water Borax or Hydrogen Peroxide	Everyday Stone, Tile & Grout Cleaner	Grout Deep Clean, or Heavy Duty Tile/Grout Cleaner, or Stone Deep Clean
	Peanut Butter Vegetable Oil	D-Limonene Based Cleaner	Heavy Duty Stone, Tile & Grout Cleaner	Grout Deep Clean, or Heavy Duty Tile/Grout Cleaner, or Stone Deep Clean
Markers/Ink/ Paint	Crayon Ink Paint Marker	D-Limonene Based Cleaner Alcohol Based Cleaner Acetone	Heavy Duty Sealer & Coating Stripper	Sealer & Coating Remover
	Pencil Water Color	Mild Soap & Water	Heavy Duty Sealer & Coating Stripper	Concentrated Stone & Tile Cleaner
	Permanent Marker Latex Paint Oil Paint Spray Paint Shoe Polish	Rubbing Alcohol/Acetone Latex Paint Remover Mineral Spirits Acetone or Graffiti Remover Graffiti Remover	Heavy Duty Sealer & Coating Stripper, or Acidic Tile & Grout Cleaner, or Abrasive Surface Cleaner	Sealer & Coating Remover, or Cement Grout Haze Remover
Automotive	Gear Oil Motor Oil Tire Dressing Transmission Oil	D-Limonene Based Cleaner and/or Naphtha Based Cleaner	Acidic Tile & Grout Cleaner, or Abrasive Surface Cleaner	Poultice Stain Remover mixed with Sealer & Coating Remover
	Tire Marks	Scouring Powder (without bleach)	Acidic Tile & Grout Cleaner, or Abrasive Surface Cleaner	Poultice Stain Remover mixed with Sealer & Coating Remover
	Mechanics Bay		Acidic Tile & Grout Cleaner, or Abrasive Surface Cleaner	1 & 2 Deep Clean, or Heavy-Duty Tile & Grout Cleaner
	Showroom Area		Everyday Stone, Tile & Grout Cleaner	Heavy-Duty Tile & Grout Cleaner, or Concentrated Stone & Tile Cleaner, or Stone Deep Clean
Commercial Kitchens	Back of House		Acidic Tile & Grout Cleaner, or Abrasive Surface Cleaner	1 & 2 Deep Clean, or Heavy-Duty Tile & Grout Cleaner
Pools	Deck		Everyday Stone, Tile & Grout Cleaner	Heavy-Duty Tile & Grout Cleaner, or Concentrated Stone & Tile Cleaner, or Stone Deep Clean
Mineral Deposits	Hard Water Stains Efflorescence Rust	Vinegar to Hydrochloric Acid Vinegar to Hydrochloric Acid Phosphoric Acid/Naval Jelly	Acidic Tile & Grout Cleaner, or Abrasive Surface Cleaner	Sulfamic Acid Crystals, or Cement Grout Haze Remover
Grout Haze & Sealers	Cement Latex Polymer	Consult Grout Manufacturer	Cement Grout Haze Remover	Grout Haze Cleanup, or Non Cement Grout Haze Remover, or Heavy Duty Tile & Grout Cleaner
	Epoxy	Consult Grout Manufacturer	Epoxy Grout Haze Remover	Sealer & Coating Remover
	Tile/Grout Sealer	Consult Sealer Manufacturer	Heavy Duty Coating Stripper	Sealer & Coating Remover
Other Common Stains	Chair Marks Foot Traffic Soil Loose Dirt Mud Shoe Scuffs	Scouring Powder (without bleach) Daily Tile Safe Cleaner (non alkaline) Sweep or Vacuum Sweep & Tile Safe Cleaner Scouring Powder (without bleach)	Everyday Stone, Tile & Grout Cleaner, or Abrasive Surface Cleaner	Heavy Duty Tile/Grout Cleaner, or Nanoscrub
	Candle Wax Petroleum Jelly	Mineral Spirits/Acetone Rubbing Alcohol/Acetone	Heavy Duty Sealer & Coating Stripper	Sealer & Coating Remover
	Mold/Mildew Soap Residue	Vinegar Water Solution Borax or Ammonia Based Cleaner	Heavy Duty Stone, Tile & Grout Cleaner	Heavy Duty Tile & Grout Cleaner
	Disease/Bacteria	Refer to CDC.gov for General Guidance	N/A	N/A

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Brand	Product	Size	Case	Daltile Part #	Item Description
UltraCare	Penetrating Plus Stone, Tilr & Grout Sealer	Quart	6	9999631514	Premium, natural-look, water-based penetrating sealer
		Gallon	4	9999631515	
	Penetrating Stone, Tile & Grout Sealer	Quart	6	9999631511	Economical, natural-look, water-based penetrating sealer
	Penetrating Plus SB Stone & Porcelain Sealer	Quart	6	9999631516	Penetrating sealer for interior and exterior applications
	Enhancing Plus Stone Sealer	Quart	6	9999631522	Premium, color-enhancing penetrating sealer
Aquamix	Penetrating Sealer	Quart	4	9999618919	An economical, no-sheen, natural look, water-based, penetrating sealer designed to resist stains. May also be used as a pre-grouting sealer. Allows moisture vapor transmission. Can be used as a grout sealer.
		Gallon	4	9999618920	
	Sealers Choice Gold	Quart	4	9999630837	A premium, no-sheen, natural look, water-based, penetrating sealer formulated to provide maximum stain protection, especially in food preparation and serving areas. Allows moisture vapor transmission. Rapid Cure Formula protects in less than 4 hours. May also be used as a pre-grouting sealer.
	Enrich N Seal	Quart	4	9999623422	A premium, no-sheen, enhanced-look, 100% polymer-solid, penetrating sealer formulated to darken, enrich, and highlight the character and beauty of unsealed natural stone. May also be used as a pre-grouting sealer. Allows moisture vapor transmission. It also effectively seals and darkens the color of grout joints.
Miracle Sealents	511 Impregnator	Pint	6	9999570894	511 Impregnator forms an invisible barrier that is resistant to moisture and stains while allowing vapor to escape. It is not a surface coating and will not alter the natural look. All surfaces treated are harder and less slippery.
		Quart	6	9999570895	
		Gallon	4	9999570892	
	511 Porous Plus	Pint	6	9999570941	511 Porous Plus is a premium penetrating sealer. It forms a cross-linking molecular bond with the substrate and creates an invisible barrier that is resistant to moisture and stains while allowing moisture vapor to escape.
		Quart	6	9999570942	
		Gallon	4	9999570939	
	511 H2O Plus	Quart	6	9999570913	511 H2O Plus is a unique water base penetrating sealer designed for the protection of all natural stone, tile, grout and masonry surfaces where a water based product is preferred. It is not a surface coating and will not alter the natural look. It does not produce a strong odor.
		Gallon	4	9999570911	
	511 Seal & Enhance	Pint	6	9999570953	511 Seal & Enhance Is a unique, solvent-base formula designed to eliminate the need to use an impregnator before using a color enhancer for maximum stain protection and superior color enhancement. It can be used successfully in both interior and exterior environments and is freeze/thaw resistant.
		Quart	6	9999570954	
		Gallon	4	9999570951	
	Counter Top Sealer	16oz Spray	6	9999581619	Countertop Sealer is a professional grade sealer and is great for protecting and maintaining natural and engineered stone countertops including granite, marble, quartz, quartzite, travertine, tile and more.

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Brand	Product	Size	Case	Daltile Part #	Item Description
UltraCare	HD Stone, Tile & Grout Cleaner	Quart	6	9999631533	High-performance, ready-to-use, everyday spray cleaner.
		Gallaon	4	9999631534	
	Acidic Tile & Grout Cleaner	Quart	6	9999631535	Acidic cleaner to remove cement grout haze, mortar residue, mineral deposits, rust stains & efflorescence
	Everyday Stone, Tile & Grout Cleaner	24oz	6	9999631539	Ready to use, non-acidic, safe for natural stone, grout and tile. Ideal for regular maintenance cleaning in kitchens/bathrooms with a "fresh lemon smell."
Aquamix	Concentrated Stone & Tile Cleaner	Quart	4	9999617709	A super-concentrated cleaner formulated for everyday use. This neutral cleaner, when used regularly, prevents soap scum buildup and hard water deposits. The concentrated formula makes up to 128 gallons (484 L). Leaves a room smelling clean and fresh.
		Gallaon	4	9999617714	
	Heavy Duty Tile & Grout Cleaner	Quart	4	9999618948	A concentrated, high-alkaline cleaner and degreaser. Aqua Mix® Heavy-Duty Tile & Grout Cleaner effectively removes grease, soap scum and other organic materials from areas that have been neglected or subjected to heavy use. It also removes synthetic and acrylic waxes and floor finishes.
		Gallon	4	9999618955	
	Grout Deep Clean	24oz Spray	4	9999630834	A powerful cleaner designed to remove grease, food stains, soap scum, dirt and soil from grout joints. Restores color and appearance of dirty and stained grout.
	Stone Deep Clean	Quart	4	9999617745	A concentrated heavy-duty cleaner and degreaser formulated to clean stone surfaces that have been neglected or subjected to heavy use. Aqua Mix® Stone Deep Clean effectively removes dirt, grease and grime, as well as waxes and floor finishes.
		Gallon	4	9999617746	
Miracle Sealents	Daily Cleaner	24oz Spray	6	9999581617	Daily Cleaner is a surface-safe, pH balanced cleaner for countertops and other stone surfaces. Great for cleaning and maintaining natural and engineered stone countertops. This professional quality cleaner leaves a streak-free shine and fresh scent. It does not contain phosphates, phthalates, or ammonia.
	Clean, Shine & Protect	24oz Spray	6	9999581618	Clean, Shine & Protect with Ceramic Protection is a pH balanced cleaner, polish and protectant for countertops and other stone surfaces. It cleans, polishes, and protects with each application. It contains Ceramic Protection which bonds to stone surfaces and helps to repel spills and messes and make cleaning easier.
	Grout Cleaner	32oz Spray	6	9999581621	Miracle Grout Cleaner is a professional strength grout cleaner that removes deep grime and buildup. It is safe for regular use on all stone, tile and grout surfaces.
	Grout Cleaner & Brightener	32oz Bottle	6	9999581622	Grout Cleaner & Brightener is a heavy-duty acidic cleaner that removes grout and tile stains. This professional-strength grout cleaner quickly dissolves heavy buildup of dirt and grime, soap scum, hard water and mineral deposits, rust, efflorescence and other types of grout stains with minimal scrubbing.
	Tile & Stone Cleaner	32oz Spray	6	9999570960	Countertop Sealer is a professional grade sealer and is great for protecting and maintaining natural and engineered stone countertops including granite, marble, quartz, quartzite, travertine, tile and more.
		Quart	6	9999570963	
		Gallon	4	9999570962	
	Porcelain & Ceramic Tile Cleaner	Quart	6	9999570932	Porcelain & Ceramic Tile Cleaner is a creamy, abrasive scouring compound that quickly and easily removes stubborn stains, grease, soap scum, heel and scuff marks, dirt, hardwater deposits, waxes and everyday grime without the use of acids or harsh chemicals. Ideal for textured surfaces including exterior porcelain pavers.
		Gallon	4	9999570931	
	Heavy Duty Cleaner - Acid Substitute	Quart	6	9999570930	Heavy Duty Cleaner (Acid Substitute) is an alkaline, industrial-strength cleaner designed to remove grout haze, built-up grease, dirt and stains from all ceramic, porcelain, grout, glass and natural stone surfaces. It is as strong as an acid-based cleaner, but without the harmful effects.
		Gallon	4	9999570929	

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PROBLEM SOLVERS (These recommendations are for general guidance; always read and follow product labels first before using.)

Brand	Product	Size	Case	Daltile Part #	Item Description
UltraCare	Grout Release	Gallon	4	9999631752	Coating that protects the tile or stone surface from grout stains, improves cleanability
	Epoxy Grout Haze Remover	Gallon	4	9999630013	Commercial formulation removes cured epoxy and urethane grout haze/residue
	Sulfamic Acid Crystals	1lb	6	9999631755	Cemoves cured cement grout haze, mortar residue, rust stains and mineral deposits
	Smooth Silicone	24oz	6	9999581064	Finishing Spray Solution for Smoothing of Sealants
Aquamix	Nano Scrub	Quart	4	9999629001	A mild abrasive cream cleaner designed to work where other cleaners won't. It utilizes micro-sized particles to penetrate into small surface pores where it can effectively work to remove surface stains and residues. Effective for cleaning all stone and tile surfaces. Also removes factory-applied waxes, coating sealers, light grout residue (including epoxy), rubber and pencil.
	Gorut Release	Gallon	4	9999618899	A temporary, water soluble, pre-grout coating. It provides protection against grout and mortar staining and eases grout cleanup.
	Non Cement Grout Haze Remover	Quart	4	9999623422	AQUA MIX Non-Cement Grout Haze Remover is a safe cleaner that effectively removes Single Component®, premixed, urethane, and light epoxy grout haze from the face of most common tile and natural stone products.
		Gallon	4	9999621945	
	Cement Grout Haze Remover	Quart	4	9999618963	An acidic treatment designed to remove cementitious grout haze. Also effective for the removal of most hard water stains, rust stains, efflorescence and lime deposits.
		Gallon	4	9999618964	
	Sealer & Coating Remover	Quart	4	9999617716	A nonflammable, multipurpose stripper formulated to stay wet longer which gives the product time to remove most sealers, epoxy grout haze, urethane coatings, synthetic finishes, adhesives and paints. Also dissolves deep-set stains and removes heavy grease buildup.
	Grout Haze Clean Up	Pint	12	9999617140	A safe and effective concentrated cleaner that is added to the grout cleanup water for removal of cementitious grout haze and latex additive film from tile during the grout cleanup process. It may also be used full-strength to remove light grout residue within the first 10 days after grouting.
		Gallon	4	9999628822	
	Poultice Stain Remover	3/4lb Jar	6	9999618891	A dual purpose, non-acidic stain remover. It is an absorptive clay that is designed to remove deep-set oil and grease stains. It is also a fine abrasive cleaning powder that removes stubborn surface stains and light grout haze.

PROBLEM SOLVERS (These recommendations are for general guidance; always read and follow product labels first before using.)

Brand	Product	Size	Case	Daltile Part #	Item Description
Miracle Sealents	Epoxy Grout Film Remover	Quart	6	9999570901	Epoxy Grout Film Remover is a non-acid cleaner designed for the removal of epoxy grout film from tile, stone and concrete surfaces. It also effectively removes grout haze from high-performance pre-mixed grouts including acrylic, urethane-based grouts.
		Gallon	4	9999570900	
	Phosphoric Acid Cleaner	Quart	6	9999570915	Phosphoric Acid Cleaner is a fast-acting, mild acidic cleaner for cast surfaces It effectively removes efflorescence, rust stains, mineral build up, cementitious grout haze, mortar residue, and dirt buildup. Phosphoric Acid Cleaner is milder than other acidic cleaners. Not recommended for polished acid sensitive stone.
		Gallon	4	9999570914	
	Liquid Poultice (part A & Part B)	Quart	12	9999570919	Liquid Poultice is a unique, two-component stain remover designed for deep cleaning and stain removal on all porous stone, tile and masonry surfaces including acid-sensitive stones such as marble and limestone. The powerful, oxidizing cleaning action of Liquid Poultice penetrates deep into the pores of the surface to safely dissolve and eliminate many types of stains.
	Heavy Duty Acid Cleaner	Quart	6	9999570954	Heavy-Duty Acidic Cleaner is a fast-acting cleaner for textured, non-polished, natural and manufactured surfaces. It removes grout haze, sanded grout and mortar residue, joint cement, lime and hard water deposits, efflorescence, rust and other heavy dirt and grime.
		Gallon	4	9999570951	
	Poultice Plus	1lb Bottle	3	9999570943	Poultice Plus is an easy-to-use, fine, non-acidic absorbent powder designed to work with different cleaners/chemicals to draw stains out of most absorbent surface materials including natural stone, clay, concrete and masonry.
	Residue Remover	Quart	6	9999570948	Residue Remover is a unique, solvent-based formula designed to remove accumulated residue caused by over-applying, or improperly apply solvent-based penetrating sealers and impregnators.
		Gallon	4	9999570947	
	Mira Dust	1lb Bottle	3	9999570926	Mira Dust is a polishing compound that enhances the natural shine of calcium-based stones including marble, limestone and travertine.
	Mira Hone	1lb Bottle	3	9999570927	Mira Hone is powder compound for honing and deep cleaning marble, travertine, limestone and terrazzo.
	Water Ring & Etch Remover	4oz Bottle	12	9999570972	Water Ring & Etch Remover is a polishing powder specially formulated to remove water marks, light etch marks and scratches.
	Travertine Fill Kit	Kit	6	9999570971	Travertine Fill Kit permanently repairs holes, missing travertine fill and cracks in limestone and travertine. Not recommended for us as an adhesive to bond cracked surfaces together.
	Anti Slip	Quart	6	9999570888	511 Anti-Slip Formula is a penetrating sealer designed for the anti-slip protection of all tile and stone surfaces.All surfaces treated are less slippery.
	Grout Release	Quart	6	9999571378	Grout Release is a unique product formulated for sealing surfaces prior to grouting. Using this prior to the grouting process will make cleanup of grout haze easier after application and will protect your surface from grout haze or stains.

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PORCELAIN & CERAMIC TILE

Daltile does not manufacture tile cleaning or maintenance products. Daltile provides information to its customers as an information source only. It is recommended to always test a small area PRIOR to full usage of any cleaning or maintenance products to ensure safety of tile and grout. The products identified in this guide may have chemicals that cause reactions in certain individuals. Daltile strongly recommends the use of safety glasses, respirators (masks) and gloves in handling any materials that contain chemicals.

GLASS

For routine cleaning, use any non-abrasive cleaning product recommended for either glass or tile. ***DO NOT*** use scouring pads, steel wool, sandpaper or other abrasive products.

METAL

To clean, use a liquid non-abrasive household cleaner with a neutral pH. Avoid cleaners containing ammonia, bleach, abrasives or other hazardous/polluting compounds. ***DO NOT*** use scouring pads, steel wool, sandpaper or other abrasive products.

QUARRY

Quarry tile is a champion in high-traffic, industrial, and outdoor spaces. The right care will ensure your tile retains its durability and appearance for years.

Because quarry tile is unglazed, Daltile recommends the use of a sealer on quarry tile ***PRIOR to grouting.*** After complete and cured tile and grout installation, it is recommended that your product be sealed regularly to protect from staining and discoloration.

PRE-GROUT SEALERS

For quarry products, Daltile's recommended pre-grout sealers and cleaning products can be found on page 7 (Please follow all manufacturer application instructions).

ROUTINE CLEANING

Multi-purpose products or plain soap and water used regularly are sufficient to keep quarry tile clean. Avoid using no-rinse enzymatic or acid-based cleaners as the combination of heat, food contaminants and cleaner will cause the grout to become soft and will permanently damage it.

Because of the texture on the surface of quarry tile, most mop heads are insufficient. We recommend a stitched-end (tailband) microfiber or looped-end mop for best results.

DEEP CLEANING

Occasionally, quarry tile will need a deep clean. Use a soft bristle brush with Daltile's recommended cleaning products which can be found on page 7 (Please follow all manufacturer application instructions).

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To view the complete collection of Daltile® products and information, visit our website at **daltile.com.**

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Daltile 1-Year Limited Warranty

Daltile warrants that manufactured products will be free from defect for a period of one year from date of purchase. Defect is defined as a shortfall in the product to perform to Daltile specifications as disclosed in product literature, within industry-allowable tolerances as set forth in standard, national industry protocols. **THIS ONE-YEAR EXPRESS WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.** Customer misuse including negligence, physical, or chemical abuse is not covered by this warranty. Installation defects are not covered by this warranty. All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. All products must be inspected prior to installation. Visual defects or nonconformities apparent prior to installation voids this warranty.

Tile is subject to variation in technical specifications, including DCOF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface, creating cleaning challenges because dirt and other contaminants lodge in the surface. Extra attention is necessary to ensure contaminants are removed promptly. Unless specifically stated otherwise, tile recommended for floor or wall applications refers to interior applications only. Daltile does not recommend its products for use on ceilings or roofs. Local building codes may dictate minimum tile performance specifications. Daltile does not warrant product installations that violate building codes. Photographic color images may not be an exact product match. Product samples are representative only. Express color match warranties are only extended to actual product samples.

Other Daltile Warranties

Implied Warranties Limited in Duration and Scope

Any implied warranty applicable to the product sale, including the implied warranty of merchantability or the implied warranty of fitness for a particular purpose is limited in duration to the duration of this written warranty or the maximum statutory period, whichever is less. Some states do not allow limitations on implied warranty duration, so the above limitation may not apply to you.

The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections.

Implied Warranty of Fitness for a Particular Purpose

Daltile provides detailed information in its product literature with regard to appropriate tile and stone applications. In these specified applications, Daltile limits the duration of the implied warranty of fitness for a particular purpose to one year or the maximum statutory period prescribed by law, whichever is less. Failure to comply with recommended applications voids this warranty.

Natural stone products are mined and cut from natural formations. Because these products are not subject to a manufacturing process, quality warranties are limited to the specified representations in product literature and guidelines established by the Marble Institute of America. Daltile does not

warrant natural stone products for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural variances on stone products.

Remedy Limitation and Disclaimer

If a defect in materials or workmanship is discovered within the one-year period, Daltile will either refund the price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. Buyer's remedy is limited to replacement or repair of the defective product. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. Daltile disclaims all express warranties not contained in this limited express warranty. Any representations made in connection with the sale of this product that differs from the terms of this warranty are not valid and should be brought to the attention of Daltile immediately (1-800-933-TILE).

Legal Notice: Warning Tile and installation products contain chemicals known to the state of California to cause cancer, birth defects, reproductive harm, respiratory harm or other health problems. For more product-specific information on chemical content, obtain an MSDS at Daltile.com or contact Daltile at 1-800-833-TILE.

To Make a Claim

1. The original purchaser must notify a Daltile Sales Service Center or an authorized representative in writing within 30 days of the occurrence of any defect.
2. After notification, Daltile or an authorized representative will inspect and/or test the product for defect and complete a Product Claim Action form. No claim will be honored without product inspection by Daltile or an authorized representative.
3. Upon determination that the product defect claim is valid, Daltile will notify the purchaser in writing. Daltile reserves the right to repair, replace or refund the originally purchased product, at its sole discretion.