

Care and Maintenance of Flooring, Wall Tiles and Panels

Sensitile Terrazzo™, Terrazzo Lumina™, and PIXA™ materials are carefully crafted from a fine concrete mix using state-of-the-art processes and materials. These products have the durability of traditional terrazzo while integrating at least 6% and potentially up to 18% post-consumer recycled content, as well as a significant proportion of regrind. However, like any other fine surfacing, care must be taken to preserve their original beauty through proper maintenance.

Important note: this guide and set of recommendations is for flooring, stair tread and vertical wall panel/tile applications - for the maintenance of counter-tops, bar-tops or other horizontal surfaces, please refer to **Countertops, Bartops, Vanities and Other Horizontal Surfaces - Care and Maintenance.**

Cleaning and Maintenance

Sensitile's® polished micro-concrete Terrazzo™ products are designed for use on floors, walls, and other surfaces that do not come in contact with food and drinks. Their factory applied penetrating sealer, StoneTech "Bulletproof", is high quality, fluropolymer-based, and repels most liquids while having zero off-gassing of VOC's during its lifetime. This allows our Terrazzo™ materials to have the legendary durability and ease of maintenance of standard cementitious Terrazzo™ flooring while still integrating the special Sensitile qualities of interaction and/or light emission.

The most important ongoing maintenance steps for these applications are daily dusting/wiping with a dust mop and cleaning off any spills as soon as possible. Dust, if not removed, can act like an abrasive and start affecting the original shine, while liquids, if allowed to stand on the surface of the material, may be able to penetrate and stain. Liquids containing acids, citrus foods and solvents are especially harmful. Aggressive floor cleaners



Flooring, Wall Tiles and Panels - Care and Maintenance

that have strong chemicals and acids should never be used. Nor should any cleaners be used that have abrasives or waxes in their formulations. The recommended daily dusting should be followed by weekly mopping with a micro-fiber hard surface mop, dampened with cool, clean tap water, to pick up and remove any abrasive dust and dirt from the floor. This cleaning can be fortified by a gentle pH neutral, and environmentally-friendly cleaner such as Bona Commercial Hard Surface Cleaner or StoneTech Revitalizer.

It is critical to be aware of the following care and maintenance Do's and Do Not's - please read through these carefully. In very high use areas, we also recommend that the surfaces be checked over periodically for areas that receive extra wear - these areas should be checked to ensure that liquids still bead on their surface which is the sign of a healthy surface seal. If this is not the case some remediation may be needed as specified further below.

Flooring, Wall Tiles and Panels - Care and Maintenance

Care Do's

- ✔ Clean-up any spills promptly.
- ✔ Dust daily to pick up fine debris.
- ✔ Frequently move and clean underneath any rugs and mats on the surface.
- ✔ Wipe or mop regularly with a pH neutral and environmentally friendly cleaner.
- ✔ Use pads and glides under furniture legs that will rest on the material.
- ✔ Use carts and chairs with rubber or plastic wheels.
- ✔ Reseal when water does not bead on the surface.
- ✔ Promptly scrub areas that get highly soiled or have build-up.

Care Do Not's

- ✘ Drag heavy or sharp objects on the surface.
- ✘ Use abrasive cloths or pads for regular cleaning of the surface.
- ✘ Leave wet materials like rags, towels or wipes on the surface for an extended period.
- ✘ Leave any trays or rugs on the surface for an extended period.
- ✘ Use acid or solvent based cleaning chemical.
- ✘ Use waxes or high build coatings.



Flooring, Wall Tiles and Panels - Care and Maintenance

Remedies

Resealing – To preserve the natural, stonelike feel of our Terrazzo products, our factory sealer is not only invisible but also breathable, allowing the material to continue to cure and harden over its life. While this sealer is designed to last for many years in an interior setting, we do recommend periodic spot testing of high-use areas to ensure that water is still readily beading on the surface - indicating a healthy sealer. If water is able to penetrate and leave a dark spot, we recommend that the floor (or wall) be resealed as soon as possible with StoneTech “Bulletproof” sealer - please refer to **Penetrating Sealer Application Instructions** for further direction.

Dull Surface – Over time, areas of the floor stair tread or other locations that see heavy use may begin to appear dull or uneven due to normal wear and tear of the surface with micro-scratches. To restore the surface, we recommend scrubbing the surface with a diamond impregnated abrasive cleaning pad such as a “twister” pad as made by 3M or HTC. These pads should be used with a good amount of clean and cool water and a floor machine at low speed to restore the shine of the dull areas. During this step it is very important to ensure that the pads are not dry and that the surface is not getting heated, which can lead to damage. Additionally, the treated area must be thoroughly cleaned and repeatedly mopped with water till the water is completely clean and any abrasive residue is removed. The restored areas must also be resealed - please refer to **Penetrating Sealer Application Instructions**.

Nicks and Chips – Regular inspections of the surfaces should be performed to note any accidental damage and to check the seams. Minor damage to the materials like nicks or chips can generally be repaired by following **Chip Repair Instructions**. In the event of an accident that causes a large chip (bigger than a nickel), we recommend that an experienced professional stone restorer perform the work in order to ensure that the right tools are used and the color, texture and sealer all match the original as closely as possible.

Flooring, Wall Tiles and Panels - Care and Maintenance

Stains – Regular cleaning and prompt wiping of spills will prevent staining, however, if a difficult stain forms that the previously noted cleaners are not able to remove, then the use of a poultice may be required to pull the stain out from the material. Poultices are agents that freely absorb stains and are chosen based on the staining agent and may be influenced by the color of the Terrazzo. Some recommend poultices are Miracle Sealant Liquid Poultice and StoneTech Oil Stain Remover – both of these can easily be purchased at a local or online hardware store and should be applied per manufacturer’s instructions.

Restoration – It is important to understand that our Terrazzo based products are not only integrally colored all the way through their thickness; they also have enough thickness to ensure that restoration is possible to refinish the tiles and slabs. In some cases of accidental damage, the surface of the products can be affected enough that restoration is required. Restoration involves the mechanical removal of a thin layer of material evenly from the surface using diamond grinding and polishing. This exposes a fresh layer of product to which sealer can be applied, thus restoring the surface to its original condition. Restoration should be performed by an experienced stone or concrete countertop tradesperson.

Penetrating sealer (StoneTech “Bulletproof”) must be applied per the **Penetrating Sealer Application Instructions**.

The Nature of Fine Concrete – Sensitile Terrazzo™, Terrazzo Lumina™, and PIXA™ are created from a proprietary microconcrete mix using advanced processes and designed to last a lifetime of normal use. However, like any organic product, these materials can change and patina over time in response to environmental conditions as well as from the curing that continues to take place within them for most of their life.

The natural aging of these Terrazzo products can, over time, lead to changes in shade, color, tone, texture and surface finish, and their continued curing can also lead to non-structural hairline fissures. Together, these changes reinforce the dynamic character of these are rich, living surfaces.



Flooring, Wall Tiles and Panels - Care and Maintenance

Contact

For further information or for any special conditions and questions, please do not hesitate to contact us via phone +1.313.872.6314 or email: info@sensitile.com.

Note: All documents and instruction guides referred can be found on our website. Scroll to the Terrazzo section of: <https://www.sensitile.com/support-care/documentation>.