

Natural Stone Care Guide

Cascade Flooring America, LLC, and its entire staff congratulate you on the purchase of natural stone. Natural stone is a rock solid investment that should give you many years of lasting beauty with the proper care and expectations. This guide gives you a few tips on how to properly care for your natural stone while extending its life and beauty. Following some simple precautions, properly sealing, and using the correct cleaning methods and products will ensure you a lifetime of use from your natural stone. Cascade Flooring America, LLC, sells a variety of sealers and offers labor to do the actual sealing of your natural stone and grout.

Sealing

Natural stone has been formed over millions of years but improper care can ruin nature's beauty. Although we usually think of stone as "hard", it is porous material that can absorb spills and stains left untreated. Sealing your stone with a quality impregnating sealer will prevent most spills from damaging your investment. There are a wide variety of sealers available, so selecting the proper sealer for the specific natural stone and the environment that the stone is being used in is critical. Impregnating sealers with new advanced fluoropolymer technology will penetrate the stone and helps protect it against water and oil-based stains. Industry professionals now recognize that natural stone is best protected with a fluoropolymer-base sealer. We recommend sealing your new stone with an impregnating sealer. For color enhancing and other special considerations, please discuss your options with your salesperson. We offer a complete line of sealers for your natural stone. Once sealed properly, your stone is protected against everyday dirt and spills. Proper cleaning will help the sealer last longer and keep your stone protected without damaging your stone's natural beauty.

Cleaning Your Natural Stone

Keeping your stone dry and free of dust will minimize the scratches and wear-patterns that can develop from everyday use. Clean your natural stone on a regular basis with warm water and a clean, non-abrasive cloth, sponge or mop. In addition, using a neutral cleaner specially formulated for natural stone will help remove soils that normal dusting or damp mopping leave behind. We recommend a neutral PH stone cleaner. These cleaners are developed especially for natural stone and tile care. Their unique blend of neutral cleaning agents makes them gentle on your stone while leaving behind an impregnating protective shield every time you clean. In bathrooms, common soil build up from make-up, hairspray, and other products can be minimized if cleaned on a regular basis with the proper cleaner.

DO NOT use general purpose cleaners or you may damage your stone or its seal. **DO NOT** use products that contain lemon, vinegar or other acids as these may etch the stone surface and damage its polish. **DO NOT** use scouring powders or creams, these products contain abrasives that may scratch the surface.

When cleaning floor surfaces you should dust mop frequently using a clean non-treated dry dust mop. Sand, dirt and grit do the most damage to natural stone surfaces. Mats or area rugs inside and outside the entrance will help to minimize the potential damage from these particles. In addition, be careful when using a vacuum cleaner as the metal or plastic attachments or wheels

may scratch the surface. Damp mop the stone floor with a diluted solution of a neutral PH stone cleaner as directed on the label. Keep off floor until completely dry, as wet stone floors may be slippery.

Natural Stone Damage Control

What to do when a spill occurs:

Etch Marks – Substances that are highly acidic, such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks, will “etch” most marble, limestone and travertine whether the stone is sealed or not. Although sealing allows you time to wipe up a spill, it cannot stop the chemical reaction that may leave a dull area or etch mark in the stone. In addition, cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolor the surface, scratch the stone or degrade the sealer. That is why selecting the correct cleaning products is so important to the lifetime beauty of your natural stone. Professional refinishing is the best way to permanently remove etch marks and restore your natural stone’s even finish.

Food Spills – Scoop up the food with a plastic spoon. Blot with dry white cloth. Spray the area with a neutral PH stone cleaner, and dry with a clean cloth.

Liquid Spills – Blot away the excess with a clean and dry white cloth, turning the cloth frequently. Spray the area with a neutral PH stone cleaner and wipe dry with a clean cloth.

Mud – Let the mud stain dry completely. Remove dried mud with a soft plastic or nylon brush. Spray affected area with a neutral PH stone cleaner and wipe dry with a clean cloth.

Oily Stains – If you identify the stain as having an oil base (many products contain oils, such as cooking oils, butter and some cosmetics) you may be able to remove the stain using a poultice. A poultice is an excellent cleaning agent. This easy-to-use poultice is designed to slowly remove oily stains from natural stone surfaces. Follow directions on the label.

If stains persist, contact a professional cleaner.

X _____
Customer’s Signature

X _____
Date

Customer acknowledges receiving a natural stone care guide and will read at earliest convenience. For more specific questions, please call your salesperson at (360) 693-2313.