

Technical Department: PISOCLEAN

## **QUESTIONS AND ANSWERS**

# **HOW TO OBTAIN THE MAXIMUM OF YOUR FINE NATURAL CERAMIC**

### **MORE FREQUENTLY ASKED QUESTIONS:**

#### **Which mortar is used for natural pavement?**

Place the tiles with clinging mortar AC-I for the inside and AC-II for the outside.

#### **What is the recommended junction?**

Use a junction of 6 to 8 mm.

#### **Which seal stays cleaner?**

The most washable seal is the epoxy. There is also the FLEX (washable, silky, additive acrylic, very easy to be washed).

#### **What seal color stays cleaner?**

Choose a lighter shade than the one of the ceramic, so that the seal as a whole looks lighter and cleaner.

#### **What product can be used to clean off oil stains?**

PISOCLEAN ESPECIAL is formulated from the stains described by the customers and it also helps removing the stains which have unknown origin (0800.600.5151).

#### **Does this pavement get dirty? Does it grime?**

It gets dirty like any other revetment does. However, it does not grime when the maintenance and protection instructions given by Nina Martinelli and Piso Clean are followed.

#### **Does Natural Ceramic raise slime/mud on the outside areas?**

Any revetment which absorbs water can become a deposit of fungus. It is not different with the natural ceramics. If you do not want this to happen, follow the cleaning directions. Making the floor waterproof by using an impregnating product, such as PISOCLEAN WATERPROOFER, avoids the soaking of the pieces and decreases the proliferation of fungus.

#### **How is the maintenance of this floor tile?**

On outside areas, the maintenance is made, monthly, by using a pressure machine such as "wap" (fan option). Also use PISOCLEAN NEUTRO to clean the floor once or twice a month depending on how much it is used.

In inside areas, if it is properly protected by PISOCLEAN SELADOR/PISOCLEAN ACABAMENTO or PISOCLEAN RR-1, a wet cloth and PISOCLEAN NEUTRO will do.

Depending on how dirty it is, vacuum it, too. Please, pay attention to the instructions of the PISOCLEAN products.

#### **Does the car oil stain the floor?**

Yes. The floor will stain with the oil if it is not properly protected. In case a product has been used, it is necessary to observe how long it stands the oil. If you used a product which forms a pellicle, what is going to be stained is the pellicle, not the tile. Therefore, it keeps the revetment untouched. The films must be kept and recovered according to the instructions given by the producers. PISOCLEAN SUPER was especially developed for this kind of situation.

#### **Does the tire of the car mark the floor?**

It depends on the product which was chosen for your floor. Some mark it more, others less. In either case, the marks are easy to be removed. Natural Ceramics mark more when they are in their natural state.

#### **In case I make the floor waterproof, does the oil of the car stain it?**

It depends on the product which was chosen for your floor. Some withstand longer than the others to the presence of oil on the floor tile. PISOCLEAN SUPER is a good choice.

#### **Can the mud stain be removed?**

It can be removed with PISOCLEAN TIRA MANCHAS. It also removes other kinds of stain which can come to occur.

#### **Does the tile scratch?**

It scratches like any other texture, in case of pressure by pointed objects (iron scaffold, garden chairs). However, if the scratching is superficial, such as the one caused by shoes, it can be removed by cleaning it with neutral soap and water. PISOCLEAN NEUTRALIZANTE makes the tile stronger and avoids scratching from taking place.

#### **Can the tile stain in case it is in contact with wood?**

Of course. Since the wood is a natural pigment and the absorption of the ceramics tends to allow the penetration of the coloration of the wood. If the tile is protected by the indicated products, this kind of problem tends to be minimized. In case your tile is stained by wood, there are techniques and products, developed by PISOCLEAN, which remove the stains.

#### **If the floor is made waterproof, will it get hot and slippery?**

It depends. If you apply the impregnating waterproof varnish of the PISOCLEAN, which does not form a superficial pellicle specific for the outside areas, the floor tile will keep its original characteristics, getting hot and slippery just like the non-treated tiles.

#### **Is the floor tile with resin slippery?**

It depends. First, it is essential that we define what sealer, waterproof varnish and resin are. Many times these terms are used to describe any kind of product used for protection. There are products which are called resin and, in fact, they are waterproof varnish or vice-versa. We need to understand it the following way: If we apply products which do not form a pellicle on outside areas, the floor will become slippery just as the ceramic which has not received any product. In case we apply products which form a pellicle, the floor tile starts having the texture of the pellicle and it can become slippery depending on the texture provided. We need to pay

attention to other factors which make the floor slippery, such as: water, grease, dust which is retained on the surface.

The same care must be followed on the inside areas which will be subject of rain. Therefore, they become safer when talking about slippery.

### **Can I make the surface waterproof before placing the tiles?**

That is not recommended since the side of the piece might also receive waterproof varnish harming, therefore, the adherence of the seal. Another factor that makes us not indicate the waterproofing process before the placement of the tiles is because the treatment has better results once the tiles have been placed. The whole process of placing the tiles weakens the waterproofing, consequently there must be necessary to reapply the product. The best advice we can give you is to correctly follow all the instructions about the care to be taken while storing and placing the tiles. *Making the tiles waterproof before placing them will only increase the costs with the tile and the treatment of it.*

### **Is the tile porous?**

This question must be answered analyzing the two factors below the following way:

#### **Texture / Porosity:**

Any opaque revetment has open pores. That is the reason why they get dirty more easily. If it had closed pores, it would shine. If it is either white or in a light color, the dirt becomes evident. The friction of the dirt in our shoes with the floor, makes the dirt go to the tile. The open pores become collectors of dirt. However, the revetments can be completely opaque and with rough texture and also have a low degree of absorption (flamed granite, for example). There are also the ones which have smooth texture, but high porosity (Levigata arenite, for example).

That is the reason why we recommend applying pellicle forming products or the ones which alter the texture on inside areas, since these areas are the ones in which the contact with the dirt (friction) is more intense.

### **Do natural ceramics allow painting?**

It depends. Any paint forms a pellicle which retains the moistness causing the peeling and rotting of the revetment. The same thing happens with solvent-based resin when it is applied on wet floor or on counter pavement with problems (not made waterproof the way it was recommended). When applied on outside areas, it can get hot and make the floor slippery. Use this procedure only as the last resource, and in tiles which are in a very critical condition (very stained, too corroded, etc). Get in touch with Pisoclean before doing it.

### **Does the color descolore?**

No. What happens many times when we observe a lighter color, it is the efflorescence process – mineral salts that accompanies the moistness and leak out to the surface covering the revetment with a grayish, or whitish cloud, which gives you a false impression of discoloration. Sometimes the product which has just arrived at the construction does not show efflorescence yet, but the color seems to be a little darker or livelier. Another possibility is the opening of the pores of the surface. Natural ceramics come from the factory with a compacting which emphasizes their color. When they are exposed to bad weather or inadequate maintenance, such as acid or something similar, their pores are opened, giving the feeling of discoloration. Take a piece in granite as an example. Get the stone of granite and divide it in two kinds of finishings. One side is polished and the other one is apicoado (with tiny holes). You can clearly see that the polished side will have more color due to the closing of the pores. In other words, when the ceramics texture is not altered, they will have more color. When they are agressed, they will have less color because their pores are opened. The efflorescence can be minimized by the use of specific products and by making the counter pavement waterproof. However, it is common in ceramics. Pisoclean has developed techniques and products which, in case they do not solve the problem, at least they will minimize it. PISOCLEAN NEUTRALIZANTE is the proper product to be used.

### **Does the rustic ceramics form whitish stains?**

It depends. The white stains are salts which are released along with the moistness. This process is called efflorescence. If the counter pavement is made waterproof, the releasing of moistness is minimized and, consequently, the efflorescence is as well. That is the reason why we recommend this procedure to be performed.

### **Is it difficult to keep the natural rustic ceramic floor clean?**

In its natural state, as time goes by, it gets harder to keep it clean. That is the reason why we recommend that our instructions for maintenance and protection are followed.

### **Do the saturating hidrofugantes allow keeping the floor free from superficial dirt as the wax does?**

No. the saturating hidrofugantes do not alter the texture of the ceramic, so its surface is kept unaltered and it can become dirty. They protect the floor against bad weather and the fall of liquids which causes stains. We recommend making the outside areas waterproof with this kind of product because the friction with dirty shoes is less frequent and the maintenance becomes easier. The saturated waterproof does not minimize the need to make the counter pavement waterproof.

### **When we talk about making it impermeable, are we talking about the ceramics or the counter pavement? Which one needs to be impermeable?**

**Always the counter pavement.** . On the outside areas, it is recommended the applying of waterproof hidrofugante on the ceramics for its structural and esthetical preservation. In the inside areas, we recommend products which form a superficial pellicle (Pisoclean Selador/ Pisoclean Acabamento/ Pisoclean RR-1) and make the every day cleaning easier.

### **I have already understood that making the counter pavement impermeable is necessary. What about the surface: is it better to be waxed or to apply waterproof hidrofugante varnishes?**

In inside areas, wax it. On the outside areas, apply waterproof hidro/oilfugante.

### **Why should the counter pavement always be made impermeable?**

**Because it is in direct contact with the ground.** It is in the ground that you find moisture and minerals which cause more and bigger efflorescence.

### **Does the enameled ceramic exempt making the counter pavement impermeable?**

No, it does not. The counter pavement needs to be made impermeable to keep the floor dry. It is essential for any kind of ceramic, not only for the rustic one. With the enameled ceramic, the moisture can not be seen. However it deteriorates your house the same way as if it was visible, putrefying and weakening it.

### **Which products can be used in floors of fine natural rustic ceramic?**

- Products to make the counter pavement impermeable (always)
- Remover of dirt of sealing and efflorescence (Pisoclean Limpador – 0800.600.5151).
- Maintenance (Pisoclean Neutro).
- Acrylic finishing with base of water and well-resistant wax (Pisoclean Acabamento/ Pisoclean RR-1).

- Impregnant waterproofers (Pisoclean Impermeabilizante/ Pisoclean Color/ Pisoclean Super).

## **PLANNED PROCEDURE TO HAVE AN AMAZING NATURAL RUSTIC FLOOR:**

What follows is the description of a working plan to our “Special” project.

### **PROJECT**

- Think of a colorful paging with which makes use of 4 colors.
- Combine Nero > Chocolate > Red > Light Tan,
- If you like colorful degradés, plan your project this way.
- Make contrasting drawings, too.
- Think up paging which use composable shapes, sometimes with pentagonal and tozzetos
- Choose a colored and beautiful seal, with a clean color, shade over shade, which matches the color of the natural ceramic. Ex: seal in champagne.

### **EXECUTION**

- Let the counter pavement dry until it brightens up.
- Make the counter pavement impermeable. This way you will have a dry house and health during your whole life.
- Leave the joints open during three days to dry up.
- Do not use gray cement seal. It is ugly and it gets dirty.
- Seal with **FLEX**, acrylic additivated, washable, silky.
- Clean traces of seal with a cleaning product of attenuated acid, i.e. PISOCLEAN LIMPADOR.
- Right after cleaning with “Pisoclean Limpador”, wash the floor with PISOCLEAN ALCALINO (to neutralize the pH), rinse it and let it dry.
- Wax or make the floor impermeable while the tile is still new, so that it looks like the tiles have just been placed.

### **WHAT YOU SHOULD NOT DO TO YOUR RUSTIC FLOOR**

#### **MOST FREQUENT MISTAKES**

- ⇒ Make a moist counter pavement and let it wet forever by not making it impermeable.
- ⇒ Let the underground water full of salt penetrate through the counter pavement and evaporate on the surface of the tile, staining the floor with efflorescence.
- ⇒ Use natural floor without treating it, allowing it to get dirty and to stain freely.
- ⇒ Seal with cement and sand and leave the excess on the surface.
- ⇒ Remove the excess of the seal with products such as the ones used to clean stones (basically of muriatic acid) which corrode the ceramics.
- ⇒ Choose a rigid seal. It does not allow the dilatation of the tile in the sun. The FLEX allows the dilation.
- ⇒ Allow the steel chair feet to rust on the floor tile.
- ⇒ Apply waterproof hidrofugante varnish on the tile without making the counter pavement impermeable (what a big mistake). Allowing free entrance of the water underneath is a terrible mistake.

### **Instructions for cleaning and maintenance:**

On outside areas, the maintenance is made, monthly, by using a pressure machine such as "wap" (fan option). Clean each tile slowly. Also use neutral detergent to clean the floor once or twice a month depending on how much it is used.

In inside areas, if it is properly protected by PISOCLEAN SELADOR/PISOCLEN ACABAMENTO or PISOCLEAN RR-1, a wet cloth and neutral soap will be enough to do the cleaning. Depending on how dirty it is, vacuum it, too. If there is the dismay of the protector film, apply PISOCLEAN REMOVADOR as much as needed.

Attention: If you use products which are similar to the indicated ones, we recommend that you carefully observe the instructions for cleaning and maintenance suggested by each producer (sealers and finishing) so that the floor is kept beautiful and protected for a longer period of time.

### **Instructions for the protection and for making the floor waterproof:**

On outside areas we recommend applying PISOCLEAN IMPERMEABILIZANTE, PISOCLEAN COLOR (not recommended for light colors) and PISOCLEAN SUPER (areas in which there can be the dropping of oil), impregnant waterproof products. This protection will not alter the texture of the material. Even after the floor has been made waterproof, repeat the maintenance procedures above so that the dirt does not grime the revetment.

Attention: Observe the instructions of durability and replacement given by the producers of these kinds of products (waterproof products)

In inside areas, apply PISOCLEAN SELADOR and PISOCLEAN ACABAMENTO or PISOCLEAN RR-1, when there is no more moisture on the floor, in the placement dough or on the counter pavement. We do not recommend applying impregnant waterproof products in the inside areas. They do not form a pellicle; therefore the texture of the ceramic is kept unaltered and is subjected to dirt by friction. Resin base solvent usually make the light ceramic yellowish and intensify the darker colors. They also increase the possibility of retaining water and rotting the revetment.