

## CARE & MAINTENANCE INSTRUCTIONS

Get Real Surfaces' products are sealed either in the factory or onsite unless otherwise specified. Please follow these instructions to ensure the proper maintenance of your products.

### COUNTERTOPS

- Clean surfaces at a frequency determined by their use (i.e. after food preparation for countertops, daily for flooring, and weekly for desktops and other interior products not subject to frequent soiling).
- Wipe up spills as soon as possible.
- Use a low-pH, non-acidic cleaner, or TileLab Grout & Tile Cleaner® (available at Home Depot) to clean your concrete surfaces.
- Test sealed surfaces while routinely cleaning the surface. If the surface darkens where tested, a coat of sealer will be necessary to maintain peak performance.
- DO NOT USE BLEACH or whitening products that may lighten the surface if allowed to remain in contact with it.
- DO NOT PLACE HOT POTS DIRECTLY ON THE SURFACES as it may soften and mark the sealer. We can fabricate integral trivet strips or pads can be used to avoid this.
- DO NOT CUT DIRECTLY ON THE CONCRETE as it may produce fine cuts in the sealer that will appear as dark hairlines.
- DO NOT ABRABE THE SURFACE with wine bottles or similar hard objects that may mar the finish.
- DO NOT USE HARSH CLEANERS containing ammonia, abrasives, acids or bleach.
- DO NOT USE TAPE ON TOPICALLY SEALED PRODUCTS as it can create a permanent bond with the sealer and can cause the sealer to delaminate when the tape is removed.

Proactive Protection for your Countertops

Products are typically finished with a topical sealer -for these; a polish containing carnauba wax can be applied with a clean cloth to maintain high water/stain resistance and to protect the sealer beneath. The frequency of application will depend on the specific product and its use (as an example, we recommend monthly for countertops).

#### **Manhattan Office**

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#### **Manufacturing**

121 Washington Street  
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[www.getrealsurfaces.com](http://www.getrealsurfaces.com)

## FLOORS & TILE

- Wipe up spills as soon as possible.
- Wash your floor occasionally with TileLab Grout & Tile Cleaner® (available at Home Depot) or Kemiko Nutra-Clean® (available from Stonewood Products, 508-432-4195) or an equivalent low-ph, non-acidic cleaner.
- To maintain a glossy surface use Uro Finish® by Colormaker (available at NJV Decorative Concrete Supply, 973-389-2300). For a matte surface use Johnson Wax Carefree Matte Finish (www.johnsondiversey.com).
- DO NOT use detergents, abrasive cleaners or "mop and shine" products - they may leave a dull film on your floor.
- DO NOT use paste wax or solvent-based polishes.
- DO NOT use a beater bar when vacuuming as it may visibly damage the floor surface.
- DO NOT use highly abrasive scrubbing tools.
- DO NOT use tape on topically sealed products as it may create a permanent bond with the sealer, causing the sealer to delaminate when the tape is removed.

### Proactive Protection for your floor

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears. Use floor protectors on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Be careful with rolling casters. They may damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel types are the best option.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is identified by the manufacturer as "colorfast".

### Scuff Mark Removal

- Use a Scotchbrite® pad with a little of the Ecoprocote Soy-It All Purpose Cleaner & Degreaser® (available from Get Real Surfaces) or a low-pH or non-acidic cleaner like Kemiko Nutra-Clean® and gently scrub the scuff marks away.
- Re-apply the finish material as necessary.

Get Real Surfaces offers period service appointments for all of their products. Please contact our office if you would like to set up a service call.

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