

FLAGSTONE
GRANITE
LIMESTONE
MARBLE
SLATE
TERRAZZO
CERAMIC
PORCELAIN
QUARRY

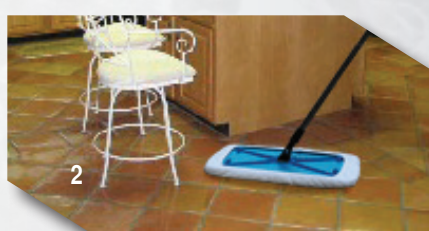


SPINERGY
STONE CARE PROFESSIONAL
Professional
Stone and Tile Cleaning,
Sealing & Polishing
Services

Customer Care Guide - How To Care for Your Stone Floors & Countertops

PREVENTATIVE MAINTENANCE

1. Use walk off mats. Regular use of walk off mats reduces tracking of soils from outside. Mats can remove abrasive grit from shoes that is especially harmful to most stone surfaces.



2. Sweep, dust mop, or vacuum floors regularly to remove particle soils. An untreated microfiber dust mop is suggested.
3. Blot up spots and spills immediately.

CLEANING & CARE - Stay away from household cleaners.

You need cleaning products that are specially formulated for the mineral composition of stone. We recommend Spinerger Regenerate or HomePro by Design® Stone Rejuvenator that will clean and simultaneously refresh and revitalize your original sealer.

- DO NOT use vinegar or cleaners that contain acid - they will etch your stone
- DO NOT use powder cleaners like Comet® or Abrasive Soft cream cleaners like Soft Scrub®
- DO NOT use mold removers and grout cleaners like Tile-X®
- DO NOT use disinfectants like Pine-Sol® or Lysol®
- DO NOT use furniture polish like Pledge® or Endust®
- DO NOT use high pH or harsh alkaline cleaners
- DO NOT use chlorine bleach like Clorox®



We recommend that you have your stone floors, countertops, and surfaces professionally cleaned every 12-24 months, depending upon soiling conditions, traffic, and environmental conditions.

CLEANING AND CARE - Routine Periodic Cleaning of floors

1. Mix Spinerger Regenerate or HomePro by Design® Stone Rejuvenator according to label directions. Spinerger Regenerate can be used on any hard surface floor. It does not contain any of the mineral dissolving agents commonly found in off the shelf consumer products.
2. Apply with mop. A Microfiber mop or a mop with looped ends and sewn tail band is suggested.
3. Avoid walking on the floor until completely dry. Wet stone or tile floors can be very slippery.



CLEANING & CARE - Countertops

A safe, gentle process for removing everyday soil and grime while also protecting the surface and rejuvenating and preserving the high shine.

1. Spray on a solution of Spinerger Regenerate Stone Cleaner and Finish Revitalizer or HomePro by Design® Stone Rejuvenator. For normal soiling mix one part solution with four parts water. For heavy soiling, mix one part solution with two parts water.
2. Apply in an even light mist, using overlapping strokes with a trigger sprayer.
3. For best results and finish rejuvenation, allow mixed solution to dwell on surface one to two minutes before wiping.
4. Wipe and clean surface with a clean, white cotton towel. There is no need to rinse.

Many common household foods, beverages, cleansers, hygiene products, and cosmetics degrade grout and damage and etch stone. Common toiletries like perfume, toothpaste and mouthwash contain acids and other ingredients that can degrade and breakdown your sealer and eventually damage your stone's surface. Beverages like many soft drinks, and orange or grapefruit juice also contain acids.

Regular cleaning with Spinerger Regenerate Stone Cleaner and Finish Revitalizer will remove harmful chemical residues, oily soiling, cooking oils, hairspray, and other cosmetics while simultaneously refreshing and revitalizing your protective seal.

CLEANING AND CARE - Bath, Shower, and Other Wet Areas

Regular use of Spinerger Regenerate™ or HomePro by Design® Stone Rejuvenator will remove soap scum and hard water deposits. Consider using a squeegee after each time the shower is used to minimize these residues. Apply the solution according to directions. Allow to dwell 1 minute. Wipe off with towel or squeegee.



CLEANING AND CARE - What to do when a spill occurs

If your stone surface is properly sealed, then most spots and spills will clean-up quickly and easily. Life happens. So it is inevitable that spills will occur. Rapid and quick response is important, especially when dealing with spilled liquids.

Food and Drink Spills

Quickly scoop up the food with a spoon, or wipe up a liquid spill with a clean, dry white cloth. If necessary, clean with Spinerger Regenerate™ or HomePro by Design® Stone Rejuvenator.

Urine and Feces

Fido and Fluffy may occasionally have issues. Remove feces or urine as rapidly as possible to minimize damage caused by acids. Dispose of the waste. Spray and clean area with Spinerger Regenerate™ or HomePro by Design® Stone Rejuvenator.

Vomit

Wipe and clean-up the area as rapidly as possible.

Spot or Stain won't come out? Don't Panic

Your Spinerger Stone Cleaning Professional can remove most oily spills and many discoloration stains, even if they have absorbed deep into the stone. They will apply Spinerger products and use special treatment procedures.

Spray and clean the area with Spinerger Regenerate™ or HomePro by Design® Stone Rejuvenator.

Mud

Let the mud dry completely. Remove mud with a soft bristle brush. Spray and clean area with Spinerger Regenerate™ or HomePro by Design™ Stone Rejuvenator.

Oily Stains

If the stone is properly sealed, simply wipe up oily spill and clean area. If the oil has penetrated the sealer and soaked into the stone, professional treatment with Spinerger Stain Absorb for Stone will be necessary. Contact your cleaning professional.

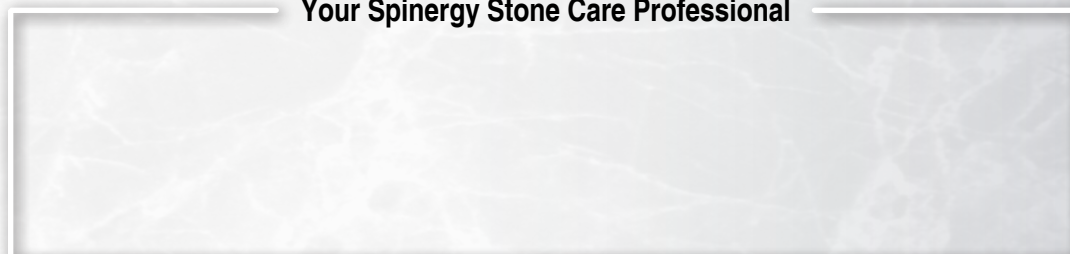
A WISE INVESTMENT

Congratulations on your purchase of a natural stone or premium tile floor, countertop, or other interior surface. In order for you to realize the full enjoyment of your investment, it is important to know the proper procedures for cleaning and caring for your new stone or tile.

The purpose of this guide is to provide you with proper cleaning and care procedures and to help you know when you should employ the services of your Spinerogy Stone Care Professional Cleaning firm.

By following the simple procedures in this guide, you will extend the life and help prolong the value of your investment.

Your Spinerogy Stone Care Professional



PROFESSIONAL CLEANING & RESTORATION OF STONE SERVICES BY YOUR SPINEROGY STONE CARE PROFESSIONAL

Cleaning

The Spinerogy Stone Care Cleaning System employ a high performance hot water extraction system utilizing high performance cleaning tools in conjunction with specially formulated professional stone cleaning solutions. This achieves the highest levels of soil, bacteria, allergens, and contaminant removal. Utilizing this system produces a controlled yet unlimited amount of rinse water that makes it possible to whisk away maximum amounts of grit and soil and leave the stone surface virtually residue free. Specialized hand detail tools and brushes are utilized for edges, corners, and hard-to-reach areas. Your Spinerogy Stone Care Professional utilizes specially formulated cleaning agents designed for stone including Spinerogy Stoneperfect and Spinerogy Vivid.



SERVICES BY YOUR SPINEROGY STONE CARE PROFESSIONAL

Sealing & Protecting

Protectors need to be re-applied for a number of reasons. Certain types of spills and soiling can actually damage or remove the protection that the sealer offers. New stone may not have had proper sealing/protecting when installed by the stone fabricator or installer. This protection level can also be rendered ineffective by using improper cleaning agents, household cleaners, dishwashing liquids, as well as traffic or usage.

The good news is that your Spinerogy Stone Care Professional is equipped with water based and solvent based impregnating sealers - Spinerogy Solidrock Premium Stone & Grout Sealer and Spinerogy Duraprotect Stone & Grout Sealer that can fully restore your sealed protection to your stone investment.

Stain Treatment and Removal

Oil based spills and spilled color beverages and food can penetrate into the pores of absorbent stone that was not adequately sealed and protected. Utilizing Spinerogy Stain Absorb for Stone, your Spinerogy Stone Care Professional can eliminate many stains and restore the appearance of your stone investment.



SERVICES BY YOUR SPINEROGY STONE CARE PROFESSIONAL

Stone polish utilizing spinerogy stone polishing pads

Limestone, travertine, marble and Terrazzo become worn and abraded by foot traffic and abrasive soils. Spilled liquids that contain acids can lightly etch your fine stone. In the past, messy honing and polishing compounds were the only option to restore the shine and appearance of abraded or etched or lightly scratched stone. Your Spinerogy Stone Care Professional employs the use of Spinerogy Stone Polishing Pads in conjunction only with water to safely and effectively restore the surface to the original factory finish. The stone can also be finished to produce the high gloss, shine, luster or matte appearance that you desire.



SERVICES BY YOUR SPINEROGY STONE CARE PROFESSIONAL

Color Enhancing

When you desire to reveal and highlight the brilliant colors hidden in your stone it should be sealed with a premium, breathable color enhancer and sealer to protect and bring-out the color. Rougher stone surfaces such as slate, flagstone, paver bricks, and Saltillo will not take on a natural polish or gloss. When your Spinerogy Stone Care Professional applies Spinerogy Revive, the hidden colors of the stone will be revealed and the stone will take on a darker "wet look" to enhance color contrast.

Heavy Restoration

If your Stone's appearance has been impacted by deep scratches, your Spinerogy Stone Care Professional can employ the use of resin bonded diamond grinding pads to restore appearance. Even light lippage (uneven stone tiles) can be repaired.

Your Spinerogy Stone Care Professional will be glad to provide you with a complete pre-inspection of your stone and tile and to provide you with a free no-obligation estimate of what each recommended service will cost.



SEALING YOUR NATURAL STONE FLOOR

Once your natural stone floor is installed it needs to be sealed with an "impregnator" type sealer. Impregnator sealers are designed to penetrate below the surface of the stone and deposit solid particles in the pores of the stone or to coat the individual minerals below the surface of the stone. Water, oil, and soil are restricted from entering the stone. Allow at least 72 hours after installation before sealing.

"Why should I seal my natural stone?"

Protected stone or tile and grout will be easier to clean, resist staining, and provide a safer and healthier environment. Considering the investment, why wouldn't you provide the surface with the maximum protection possible?

"How often do I need to seal my stone?"

If your stone was sealed with Spinerogy Professional sealers that we use and you maintain it with daily cleaners (that we will provide) your sealer should last up to 1-3 years. Traffic, usage and ongoing maintenance greatly affect sealer durability.

"Is it really necessary to seal stone outdoors?"

The outdoors environment can be very harsh on your stone. There are things that can affect your stone that are visible like pollen and dirt and then there are things that are not quite there to see like UV rays. You make an investment to your home by putting natural stone in your yard, so it would be worth it to seal the stone and preserve its natural beauty.

Sealing with our sealers will give you maximum protection against rain, chemicals, oils from trees and plants, and all of those wonderful and fun filled outside barbecues.

