

CARE & MAINTENANCE

Natural Stone Ceramic Porcelain Glass Hardwood



ETCHED IN STONE

STONE • TILE • WOOD

from nature comes beauty



Etched in Stone Thanks you for your purchase of unique Etched in Stone products. We want you to remain satisfied with your selection for years to come and, therefore, we offer the following care and maintenance guidelines for natural stone, ceramic and porcelain tile and prefinished hardwood.

The following is a summary of the recommended care and maintenance products and procedures for your Etched in Stone tile, stone and hardwood. There are a number of products on the market that are formulated for these materials. Etched in Stone recommends that only products specifically formulated for natural stone, tile and hardwood be used on our materials. General household cleaners and disinfectants may contain chemicals or abrasives that can harm the finish of stone, tile and hardwood, and, therefore, should be avoided.

Etched in Stone is proud to recommend Miracle Sealants for natural stone & tile and Bona products for hardwood. Miracle Sealants is manufactured by a proven leader in the care and maintenance of natural stone, tile and masonry, for over twenty years. They produce a full line of tile and stone sealers, cleaners and disinfectants that are available through Etched in Stone and professional tile and stone fabricators and installers. Most Miracle Sealants products do not require any special training or equipment for general use.

Bona has been manufacturing floor care products since its onset in 1919. Etched in Stone recommends their water based cleaner as a natural environmentally friendly and safe choice for cleaning your hardwood floor. Before using any of the care and maintenance products recommended above, please carefully read the manufacturer's instructions for use. If you have any questions about use or contents that are not covered in this brochure or on the manufacturer's label, please consult the Miracle Sealants and Bona's website (www.miraclesealants.com, www.bona.com).

Thank you for your business.
Respectfully,

Eric Wergin

NATURAL STONE

Etched in Stone selects the finest travertine, marble, granite, limestone, slate and onyx from quarries around the world, to beautify your surroundings. While natural stone is strong and durable, some stones are more porous (and, therefore, easier to stain) than others. We recommend a few basic care and maintenance procedures that will keep your stone looking wonderful, for years and years.

The specific maintenance products you use will depend upon the type of stone you have purchased, how it is being used (floors, countertops, backsplashes, shower walls, etc.) and the finish of the stone (polished, honed, tumbled, etc.) Your Etched in Stone salesperson will be happy to recommend specific products for your material and use, however, the following products are recommended for use with most Etched in Stone natural stone.

FLOORS, WALLS and BACKSPLASHES

Natural Stone is one of the few products that should improve with use. A properly maintained natural stone floor develops a patina that will enhance the beauty of any installation. When properly maintained, natural stone wall tiles, slabs and backsplashes should last indefinitely.

Although stone is hard and durable, stone is a porous material that can stain. Etched in Stone recommends that all natural stone be properly sealed and maintained. For floors, countertops and backsplashes that are subject to oils and grease, such as kitchens, bathrooms and dining rooms, Etched in Stone recommends **Miracle Sealants Porous Plus** sealer. Porous Plus is the premier product for sealing natural stone and when used with the proper cleaning and maintenance products (Mira Clean, Stone Soap, Miracle Disinfectant, etc.), Porous Plus will protect and enhance the beauty of your stone.

For stone in areas that are not subject to oils and grease, we recommend **Miracle Sealants 511 Impregnator**. The 511 Sealer is the affordable “workhorse” of the Miracle Sealants line and is suitable for most polished and honed marbles and limestones. Like Porous Plus, 511 Sealer should be used in conjunction with the other Miracle Sealants maintenance products to properly seal and maintain your surfaces. For polished material, Etched in Stone recommends regular cleaning with **Mira Clean #1** diluted in water. Mira Clean #1 is a PH balanced, non-toxic, neutral stone cleanser that will clean your natural stone without endangering the stone or the finish.

For calcium-based stones (marbles and limestones) in other finishes (honed, tumbled, antiqued or natural cleft), Etched in Stone recommends regular cleansing with Mira Clean #1 and periodic treatment with **Mira Soap** to protect the stone. Mira Soap will not only re-seal your stone with regular use, but will help develop the natural patina of the stone.

A convenient one step option for all types of natural stone is **TileLab One Step Cleaner & Resealer**. It is spray & wipe cleaner designed for all porous materials including natural stone and grout. It is formulated to be used as a daily cleaner and will reseal [already sealed] materials which will help to prolong the life of your sealer.

Some stones, particularly slates and tumbled or antiqued stones, may be sealed and color-enhanced using **511 Seal & Enhance**. This product will seal your stone with 511 porous plus and it will bring out the beautiful colors of your rustic stones without giving it the wet, glossy or plastic look that other slate sealers and color enhancers tend to cause. **Mira Matte** is also available as a stand alone enhancer to be applied after sealing with a 511 sealer.

COUNTERTOPS AND SHOWERS (WET AREAS)

Etched in Stone recommends that natural stone countertops be sealed using **Miracle Sealants Porous Plus**. Unlike other stone sealers, Porous Plus protects against grease, oils and many other staining agents. Often, your stone fabricator will seal your countertop before it is installed. Make sure your fabricator uses a sealer that will protect against oil and grease.

For regular cleaning, **Miracle Sealants Counter Clean** is a non-streaking, spray-and-wipe cleanser which can be used daily on stone countertops. **Miracle Wipes** are also available.



Polished granite and marble countertops sometimes become dulled by over-cleaning and aggressive use. **Miracle Sealants Stone Polish** is the perfect spray-on, wipe-off antidote to any stone dulled with age or use.

All “wet areas” including showers, baths, saunas, sinks and steam baths should be sealed to prevent staining from soaps and oils. In areas where mold and mildew are likely to grow, occasional use of **Miracle Disinfectant** will clean and disinfect your stone, tile and grout. Miracle Disinfectant can also safely be used to clean and disinfect your stone countertops and cooking areas.

CERAMIC AND GLASS TILE

Etched in Stone carries tiles that are made using a variety of materials and techniques including handmade crackle glazed tiles, contemporary glass tiles and industrially produced porcelain tiles. Therefore, our tiles vary in degree of durability and porosity. Maintenance procedures may differ depending upon the type of tile purchased and the finish of the tile. We recommend a few basic care and maintenance procedures that will keep your tile easy to maintain and looking wonderful for many years.

The specific maintenance procedures necessary depend upon the type of tile you have purchased (ceramic, glass, porcelain, terra-cotta, etc.), as well as the finish of the tile (solid, crackle, shiny, matte, etc.). Maintenance will also depend upon how the tile is used (floors, countertops, backsplashes, shower walls, etc.). The following products are recommended for use with most Etched in Stone tiles, however, your Etched in Stone salesperson can recommend specific products based on your material and use.

Etched in Stone recommends that all stone and handmade crackle glazed tiles be sealed prior to grouting in order to facilitate grout clean up. Once grouted, all cementitious grout, stone tile and handmade crackle glazed tiles must be sealed again. This ensures that all porous materials are sealed to ensure the best stain resistance.

We recommend Miracle Sealants Porous Plus for all of our projects. It is a superior sealer that is oil and grease repellent making it extremely useful in kitchen countertops and backsplashes. Porous Plus forms an invisible barrier that is resistant to moisture and stains. It will provide slip resistance and help maintain the beauty and durability of your tile surfaces.

Etched in Stone recommends regular cleaning with Miracle Clean #1 diluted in water. Mira Clean #1 is also an effective way to remove resis-

tant stains such as calcium spotting or soap residue build-up. Tile & Grout Cleaner, another powerful yet gentle cleanser, is available in a 32 oz spray bottle and does not require rinsing. Miracle Disinfectant may be periodically used in areas where mold or mildew are present. Counter Clean is the perfect non-streaking, spray-and-wipe cleanser or for tile countertops. (Miracle Wipes are also available as a convenient option.)

GROUT

Etched in Stone offers two different types of grout, Cementitious and Epoxy-based. Care and maintenance of grout will vary depending on the type of grout used.

Cementitious (Cement-Based)

Sealing: The first step in maintenance is sealing the grout. Grout joints should be treated with a penetrating sealer approximately 48 hours after installation. Cement-based grout is porous and sealing it at this time will simplify maintenance for the future. Etched in Stone recommends that a sealer be applied to your grout (and natural stone tile) every 5-8 years for maximum stain protection.

Routine Maintenance:

- Immediately wipe up any spills and messes.
- Use pH balanced cleaner and soap less detergents for daily cleaning. We recommend **Miracle Clean #1** for grout installed with any type of tile or **Tile & Grout Cleaner** with ceramic or glass installations.
- Agitate grout joints with a soft bristled brush to loosen debris. Thoroughly rinse and dry clean areas.
- It is very important that you do NOT use acidic, ammonia or bleach cleaners for routine maintenance as they can discolor and erode the grout.
- Do NOT use harsh cleaning aids like steel wool pads or scouring pads containing metal.

Heavy Duty Cleaning: Please call Etched in Stone and our sales personnel will be happy to make recommendations for your specific needs.

Epoxy

Epoxy grout is a high performance grout that offers uniformity, durability, and stain resistance without having to be sealed.

Routine Maintenance: Although epoxy grout is stain resistant and contains microban to reduce mold & mildew stains, it is not self cleaning. Etched in Stone recommends routine cleaning on a weekly basis, using the cleaning product specified for your material type. Unlike cement-based grout, a bleaching cleaner, such as Soft Scrub, Comet, Ajax or Electric dishwashing detergent, is a safe option for heavy duty cleaning.

CAUTION: Use care with bleach in a shower installed by Etched in Stone as we use a more durable silicone caulk, which will erode if bleach comes in contact with it. Always be aware of your material type when selecting your cleaning product. Natural stone & metal may discolor if bleach and/or ammonia are used.

HARDWOOD, CORK & BAMBOO

Etched in Stone carries pre-finished hardwood, cork & bamboo. These materials are natural products with inherent variation from one piece to the next. Every species has it's own characteristic beauty as well as hardness. All hardwood is susceptible to scratching and requires more diligent care verses other types of hard surface flooring. Maintained properly, hardwood floors last for years on end. We recommend treating all three types of "wood" the same with respect to care & maintenance. Please adhere to the following guidelines when caring for your hardwood floor.

WHAT TO DO

Remove Spills and/or Spots immediately by wiping up any spills or spots with a damp rag or **Bona Hardwood Floor Mop and Bona Hardwood Floor Cleaner**.

Vacuum or Sweep floor regularly. General cleaning should be done once every week. Don't let sand or dirt build up. If vacuuming, make sure that the vacuum has a soft bristle brush which will not scratch the floor.

Clean the wood floor weekly using The Bona Hardwood Floor Mop and Bona Hardwood Floor Cleaner.

Place Mats at exterior doors to prevent dirt, grit and moisture from getting on the wood. In areas of high traffic, use area rugs to keep wear to a minimum. Move the rugs occasionally to maintain an even color to your floor. Be sure to use rugs with a mesh backing or grid pattern which allows the floor to breathe and has been approved for hardwood floors.

Use Protective Pads or Caps, such as Bona FloorGuards on “feet” of furniture.

Use a Humidifier throughout the winter months to keep wood movement and shrinkage to a minimum. Optimum humidity levels: Solid Hardwood and Bamboo, 35-55%, Engineered Hardwood and Bamboo: 35-65%, Cork 50%.

WHAT NOT TO DO

Don't let sand or dirt build up. They can act like sandpaper and actually abrade and dull your floor finish.

Don't damp mop hardwood floors. Too much water can cause the floor to swell.

Don't walk on your floor in high heels.

Don't use wax, oil soap or other household cleaners on polyurethane finished wood floors. They can dull today's floor finishes and make refinishing difficult.

Don't slide heavy furniture or appliances on the wood floor. It is best to pick up the furniture completely to protect the floor.



Stone & Tile Cleaners



Mira Clean #1

Concentrated Daily Cleaner designed for all surfaces. Nontoxic cleaner that can handle the most difficult stains, yet is gentle enough for everyday use.



Miracle Disinfectant

One step cleaner that is effective against a broad spectrum of bacteria, is virucidal



Mira Soap

Specialty no-rinse stone soap for ongoing maintenance of honed, tumbled or textured, limestone, marble, travertine and other stone containing calcium .



Tile & Grout Cleaner

Convenient Spray & Wipe Cleaner (no rinsing required) for ceramic/porcelain tile and grout. It is formulated to remove grease, mildew, stains, soap scum and hard water deposits. It is NOT for use on natural stone.



TileLab One Step Cleaner & ReSealer

Spray & Wipe cleaner and resealer formulated for porous materials including all types of natural stone and grout. Safe for daily use.



Counter Clean

Unique maintenance cleaner designed to remove dust, dirt and light stains from polished natural stone and ceramic tile counter tops.



Miracle Wipes

Antibacterial and Disinfecting wipes for all surfaces. Including granite, stone, ceramic, and porcelain counters/surfaces. These neutral wipes may also be used on tables, chairs, sinks, toilet bowls, etc. Great for quick cleanups in the kitchen and bath.

Stone & Tile Sealers



511 Impregnator

Penetrating sealer designed for use on all medium to dense porous surfaces. Provides water, slip and stain resistance.



511 Porous Plus

Best performing penetrating sealer for use on all medium to dense porous surfaces. Recommended especially in wet areas and where oil or grease are present.



Grout Sealer

Natural look penetrating sealer which provides water and stain protection for sanded and nonsanded grout joints.

Stone Color Enhancers



511 Seal & Enhance

Solvent based product designed to seal and enhance the color and rejuvenate the appearance of tumbled, honed, textured and even polished stone and tile surfaces. In addition, it revitalizes old and worn tile and stone installations.



Mira Matte

Color enhancement for textured stone surfaces. When used with a Miracle penetrating sealer, it will seal and protect leaving a beautiful, low maintenance, color enhanced satin sheen finish.

Specialty



Stone Polish

Nourishes and enriches the natural beauty and polish of marble, granite and other stone countertops, vanities, fireplaces and walls. Not to be used on the floor.

Hardwood Mop & Cleaner



Bona Floor Mop & Cleaner

Revolutionary mop that takes easy cleaning to the next level. Combines Bona's high quality no residue cleaner with a stylish durable spray mop. The waterbased, non toxic cleaner is environmentally friendly and the washable microfiber pad is more economical and less wasteful than disposable systems.





HISTORY

Kaeden Services, our installation company, was established in 1972 by Dennis Wergin. Initially he ran this business out of his own home. Through the years his company grew and changed as his family did the same. His son, Eric Wergin, began working in the family business at the age of 19. For 14 years they worked together as partners. During these years the company took several leaps and changes. The business grew into a company with 15 installers and company vehicles. It changed location from a home-based business to a small garage to where it is today.

In 1995, Dennis and Eric believed that the Lakeshore Area needed a retail flooring store with an eye for style and a product selection that could only be matched in a large Metropolitan area. *Etched in Stone* was born. An old cardboard factory in Historic Downtown Manitowoc was purchased and an extensive remodel began. 12' ceilings and exposed wood beams bring a sense of the past while all the displays of stone, ceramic, porcelain, glass and hardwood trigger your modern sense of style.

Kaeden Services and Etched in Stone have been working hand in hand servicing both residential and commercial clientele since 1995. In 2005, Dennis retired and both companies were then purchased by Eric Wergin and his wife, Elizabeth.

OUR PHILOSOPHY

Our philosophy is simple, provide a unique atmosphere in which the customer can feel both comfortable and confident. This confidence and comfort is impressed upon the customer when they first walk in our showroom. Our showroom feels very inviting due to both the character of the old building as well as the vast selection of unique products. We further create a sense of customer security with our one on one attention and product knowledge. We offer showroom walk-in hours (8am—5pm) enabling one to feel at ease to stop in and browse as he/she pleases. We then suggest one on one appointments (that fit the customers schedule) to offer personal design attention.



Etched in Stone

1114 S 9th Street

Manitowoc, WI 54220

Phone (920) 682-1885

Fax (920) 683-0296

Website: www.etchedinstonefloors.com