

Tile Doctor[®]
Training Notes

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Table of Contents

Foreword.....	3
Health & Safety.....	4
Risk Assessments.....	4
Safety Data Sheets.....	5
Equipment.....	6
Cleaning.....	6
Sealing.....	6
Tile Maintenance	6
Protective Equipment.....	6
Techniques.....	7
Call Outs	7
Regular Cleaning Techniques	8
Geology of Stone.....	10
Special Cleaning Techniques	11
Common Problems	12
Sealing Tips.....	14
Grout.....	15
Slate and Stone Cleaning	17
Tiling Jobs	24
Before you leave	27
Product Information.....	28
Neutral Tile Cleaner.....	29
Pro-Clean	30
NanoTech Ultra Clean (Nano Clean)	31
Remove & Go.....	32
Grout Clean up.....	33
Seal & Go.....	34
Pro Seal	35
Colour Grow – Colour Enhancing Sealer.....	36
Ultra Seal – Premium Sealer	37
Grout Sealer	38
Reduxa- Stain Remover.....	39
Tile Doctor Case Histories.....	40

Foreword

The Tile Market has come a long way in the past 20 years, gone are the days when choice was restricted to a range of 6 by 6 inch tiles with limited styles and colours. The market has grown very quickly in this time and become much more divergent. Today, ceramics are being out paced by natural products such as; Limestone, Slate, Stone and Granite etc and this has been fuelled by a wealth of television makeover shows and magazines.

So as demand increased so did the supply, however a void was being created, natural products need regular maintenance if they are to keep on looking good and although the products were available, few people were trained in their use. There are a couple of maintenance companies offering the service however they tend to focus on the commercial sector. Tiler's prefer practicing their tiling skills so it's of little interest to them and cleaning companies lack the specialist knowledge to be able to maintain these surfaces and so tend to stay clear.

You're probably familiar with the saying "Where there's Muck there's Brass" and this is certainly true of the Tile Industry. Since the Tile Doctor Website was launched in 2006, we have had enquiries from all over the country and sometimes beyond. This has provided us with the market research we needed to and confirmed our suspicions that the demand exists for a UK service focusing primarily on the domestic market. Tile Doctor is designed to fill this demand by providing a well organized and trained group of independent individuals.

Tile Doctor has years of experience in the Tile Retail and Tile Restoration business so your in good hands. We don't just specialize in the high-end surfaces such as Marble and Limestone but we also offer a comprehensive service covering all aspects of Tile Maintenance and we were the first company in the UK to do so. This approach has given us a lead against our competitors and we continue to grow at a rapid pace across the UK.

The methods we have developed and teach you in this course don't require expensive truck mounted systems and equipment, they are designed to provide you with the knowledge to cover every angle whilst being simple and effective giving you with a solid foundation on which you can build and ensure your business is a success. Naturally, no two businesses are the same and we all have our own way of doing things so feel free to move around this framework until you find what works best for you.

Recently there have been great efforts by the manufacturers to make Stone & Tile cleaning easier, such as truck mounts with various attachments, while the high pressure system makes a good go at cleaning Ceramic Tiles, this system falls well short of removing old sealers from porous tiles, which is always the key to every stone cleaning job. As such steam plates to cover large areas (600cm x 900cm) do seem to do an excellent job of removing sealers, so I believe that will be the way forward in the future, not only that but it's a much greener system too. Having said that, there are still some areas where good old fashioned know how will get you through, like how to remove lippage from various tiles, how to use acids without damaging the tiles, taking polymer from a flexible grout, deep set stain removal, the list goes on, and while the tile cleaning market is beset with ailments, Tile Doctor will continue to find the cure.

Remember, you can always trust your Doctor.

Health & Safety

Every person has a duty of care to himself and others and failure to recognise this can lead to criminal prosecution so it's important that this is understood.

It is the policy of Tile Doctor to conduct all business activities in a reasonable manner, free from recognised hazards; to respect the environment, health and safety of our employees, customers, suppliers, partners and community neighbours; to foster the sustainable use of the earth's resources; and to comply with current regulations. In addition, we commit to continuous improvement in our environmental, health and safety management systems, pollution prevention practices and safety programmes.

Specifically:

- Ensure that all equipment is serviced and well maintained
- Provide safe arrangement for the use and handling of storage and transport of articles and substances.
- Maintain a safe place of work with safe access and exit routes, also to provide signage where necessary.
- Ensure that all operating procedures are safe.
- Ensure that all training and instructions are updated
- Provide a first aid box.

Operatives to be trained in correct manual handling techniques and wear protective clothing where necessary i.e.:

- Use Marigold gloves when dealing with chemicals,
- Knee pads to protect from hard floors,
- Heavy duty gloves when using a Grinder or Chisel
- Face mask in dusty environments or when using a Grinder.
- Goggles when at risk from splashed chemicals or using a Chisel or Grinder.



For more information about Health & Safety read the government HSE guide available via the link below:

<http://www.tiledoctor.info/downloads/indg259.pdf>

Risk Assessments

The following is a very brief introduction into Risk Assessments which should get you thinking about other health and safety issues in your business.

Understanding a risk assessment is important; as well as protecting your workers and your business, it is critical in enabling you to comply with the law. Fines for failures of this type are on the increase so it makes sense to get to grips with this simple procedure.

Most of the time it's about the small common-sense things, straightforward measures can readily control risks for example ensuring spillages are cleaned up promptly so people don't slip or removing trip hazards. For most this means simple, inexpensive and effective measures to ensure your most valuable asset (you and your employees) are protected.

You should carry out a Risk Assessment at each location before starting work, factors to note include:

- Electrical Hazards
- Working Environment

- Nearest Fire Exit, Extinguisher and Alarm point.
- Noise
- Trip Hazards

The law does not expect you to eliminate all risk, but you are required to protect people as far as 'reasonably practicable'.

To do a Risk Assessment follow these simple steps:

1. Identify the Hazards.
2. Decide who may be harmed and how.
3. Evaluate the risks and decide on precaution.
4. Record your findings and implement them.
5. Review your assessment and update if necessary.

Don't overcomplicate the process. You probably already know whether, for example, you have employees who move heavy loads and so could harm their backs, or where people are most likely to slip or trip. If so, check that you have taken reasonable precautions to avoid injury. For more formal Risk Assessments for use in commercial premises a number of pre-prepared risk assessment forms are available for download via the www.tiledoctor.info web site.

Safety Data Sheets

COSHH – Control of Substances Hazardous to Health

The COSHH regulations are designed to control the use of hazardous chemicals in the workplace with the aim of reducing unnecessary risk to individuals.

Points to note include:

- Read the label of any Chemical products before use.
- Have available safety data sheets for all products to hand so you know what you're dealing with and how to react given any medical situation.
- Wear protective clothing, i.e. eye protection, gloves etc.

SDS Sheets are available for all the products recommended by Tile Doctor and can be downloaded from the respective product pages on Tile Doctor Website.

www.tiledoctor.co.uk/Products.html

Material Safety Data Sheet Product: Tile Doctor Remove & Go

This Safety Data Sheet contains information to help users understand the potential hazards relating to this product and provides advice for risk management. This information must be shown to or made available to those who may come into contact with the material or are responsible for the material. This Safety Data Sheet is prepared in accordance with Directive 2001/58/EC and subsequent amendments.

1. IDENTIFICATION OF THE SUBSTANCE AND SUPPLIER

Trade name	Tile Doctor Remove & Go
Description	Solvent- based preparation for removal of sealers and coatings. Colourless low viscosity solvent preparation
Supplier	Tile Doctor™ Dryades House, Sylvan Close, Oxted, Surrey, RH8 0DX United Kingdom
In case of emergency	☎ 0800 852 4 852, www.TileDoctor.co.uk



2. COMPOSITION

Components considered to be hazardous and above thresholds of concern as described in Directive 2001/59/EC are listed below.

EINECS	Name	Content	Classification, R Phrases
203-961-6	Butoxyethoxyethanol	15 - 20%	Xi, R36
112-07-2	Butoxyethylacetate	15 - 20%	Xn, R20/21

Other alkylesters and ethers not classified as hazardous for supply to 100%

Equipment

The following equipment is used in the day to day work

Cleaning

- Buffer Machine 300rpm or more for cleaning, buffing and polishing
- Deck Brushes (Soft and Hard)
- Fabro Brushes (Hand Held) Wooden Blocked
- Heavy Duty Wet and Dry Vacuum Machine
- Hot Air Gun
- Marigold Gloves
- Mop and Bucket (Vileda Pump Action is Ideal)
- Sponges (Hydro Sponges only, for Grouting)

Sealing

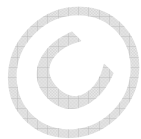
- Paint Pad Applicator with Tray and extension pole
- Sealing Cloths

Tile Maintenance

- Extension cable
- Grinder
- Hammer & Chisel
- Wire Brushes

Protective Equipment

- Face Mask
- First Aid Kit
- Gloves
- Goggles
- Knee Pads



Techniques

The following chapter details the process we have followed when providing the service. This information is only provided as a guide as we anticipate you will develop their own style and way of doing things. Following these guide lines should keep the customer happy and ensure prompt payment.

Call Outs

When calling out to Price a job, the best bet is to assess the state and condition of the tiles, by doing a simple Pro-Clean test, mix Pro-clean 1 to 3 in warm water. Apply this to half a tile, scrub the solution in and sponge off, rinse with water, and then dry with a heat gun (or allow to dry naturally) from this you will be able to tell if the Sealer is intact, the tiles should come up clean.

If the tiles are still dirty then this means there is an active sealer still present in the Tiles and you will either have to use Remove and Go or The Red Twister pad system.

Then fill out your Work survey pad, get the customer to Sign and date it, and get a Cheque payable to Tile Doctor Ltd, This way all your materials are covered, we will post the products down to you or the customer and you get paid for the Job. This method works really well if you're not VAT registered as it helps to keep your turnover under the VAT registration threshold limit.



The terms and conditions on the back of the Work survey pad, protect you and Tile Doctor if a job should develop difficulties, some of these are listed on section 2 under the Heading (Service), for instance damage caused from cleaning the tiles to skirting and kicker boards in kitchens, there are also other clauses about Victorian Tiles.

Setting Expectations

The techniques and products described on the following pages have been worked out following years of experience in the field. However due to the large number of external factors involved it's impossible to guarantee a 100% perfect result every time. Use this to your advantage and set the expectations of the customer lower than you feel you can achieve, that way when the floor comes out near perfect the customer will be really pleased.

A limitations leaflet is available via the link below:

www.tiledoctor.info/downloads/Limitations.pdf



TILE DOCTOR™
TILE & GROUT MAINTENANCE SERVICES

Tile & Grout Cleaning Expectations and Recommendations

1. While we utilise the most advance cleaning systems on the market for tile and grout cleaning, we are able to restore your tile and grout to about 85% of its original appearance.
2. Some stains will be permanent and beyond our control.
3. We are not responsible for any possible loose, dried out, or improperly installed tile and grout. We will make every attempt to point this out to you and give you some options.
4. It is recommended that you have your tile and grout cleaned before any repairs are made.
5. Please be aware that due to the fact that most grout is uniformly discolored from dirt and grease, we are limited to the results we can obtain, as we can not tell exactly what can come out and what can't.
6. Grout Sealers: We highly recommend getting your grout sealed after we clean it. Sealers are designed to fill in the pores of the grout so as to repel and resist oil and water based stains and soil. With proper cleaning and maintenance sealers should last up to two years depending on the amount of traffic and cleaning agents used.

Thank you for understanding our limitations and rest assure we will do everything possible to get your tile and grout looking as good as new.

Regular Cleaning Techniques

Preparation

Photography

Now is a great time to get some photographs for your portfolio, let as much light as possible into the room and if possible use a Tripod and make a note of the camera position so that you can take exactly the same shot later when the work is complete.



Always ask the customers permission before taking photographs.

Setting Out

Before you start work for a customer you should cover the following basics:

Use a Damp meter tester in different several areas of the Tiled area, and record this in your Work survey form for future reference.

To mask or not to mask? You can use a lot of tape to cover the skirting boards and other immovable furniture however this doesn't prevent products such as Remove and Go from getting on to material and affecting it as strong products will actually penetrate the tape and can damage the surface underneath. Masking tape can also remove a layer of paint when it's being removed so it's not ideal. You will notice on your work survey sheet that it states that it is the customers' responsibility to re-decorate not the Tile Doctor.

The answer is not to mask off the area but simply to take care and not use a buffing machine near the edges of a floor where the spray could affect the skirting boards etc. Use a hand held scrubbing brush on the remaining areas, it takes a little longer but it saves money and the time is recovered from not having to go through the masking process.

Carpet Protection

Always protect any carpet that you may have to walk on with a good quality dust sheet as some of the chemicals you are using can permanently upset the fabric. Make the customer aware of this fact in case they have to come and go through the area where you are working. Tell the children also in-case the customer has forgotten after all they are more likely to upset the job than the owner.

Swilling Out

Use only external sewerage drains, councils have been known to heavily fine tradesmen those that use surface water drains.

Spillages

Even the best of jobs can go wrong, if you do have a spillage its always best to clean it up immediately, often their will be no visible damage as the products do take time to take effect. Use paper towels if you have them or a clean cloth to soak up the spillage, then dilute the area using cloths rinsed out with clean water and leave to dry.

Hand Marks

Always use your marigold gloves. Be careful what you touch especially polished surfaces such as Marble and Granite worktops as you can't be 100% certain the gloves don't contain any remaining product residue that could upset a sensitive surface and leave a mark.

Stainless Steel

You will often come into contact with Stainless Steel and Chrome in a kitchen or bathroom area, if you do mark it and it won't clean up without smearing try some baby oil applied with a clean cloth as this usually resolves the problem.

Dwell times

Tile Doctor Pro-Clean is a very fast acting cleaner that doesn't need to be left on the surface for any length of time when used for cleaning, simply apply, agitate and wash off with water.

Tile Doctor Remove and Go however needs to be left on the surface 50 minutes in order to break down the sealer, as a rule a recently applied sealer takes longer to work than one that has been left for some time, again wash with water after use.



If there is a heavy build up of sealer use the blanket system.

Tile Doctor Grout Haze clean-up should be left between 2 and 5 minutes, again wash with water after use and repeat the process if necessary. The 1 minute rule still comes into effect with calcareous stones.

Buffer machine

We recommend the following pads when using a buffer machine:

Surface	Pad
Honed Limestone	Twister Pad (White, Yellow then Green)
Honed Marble	Twister Pad (White, Yellow then Green)
Honed Slate	Twister Pad (White, Yellow then Green)
Honed Travertine	Twister Pad (White, Yellow then Green)
Polished Porcelain	Twister Pad (Green with water spray)
Quarry Tiles	Black Buffing Pad
Smooth Terracotta	Start with Black, finish with Tan.
Victorian Floor Tiles	Black Buffing Pad

As a general rule only use the buffer machine on Honed or Smooth tile and stone. The expectations to this are Mexican Terracotta, Riven Slate and Sandstone. A buffing Machine will not do an effective job if the floor is rough.

We use the Red Twister pad to remove any sealers and also to achieve a deeper shine. Use the Black Twister Pad to remove any light scratches. Also use the Horseshoe segments to remove lippage on polished stones.

Geology of Stone

It's important for a competent Tile Doctor to understand the geology of stone; having a basic understanding in this field will greatly assist your recognition of stone types, aid your ability to restore surfaces and communicate with customers. Below is a list of stone types that you will come across in your career as a Tile Doctor consultant.

Sedimentary	Metamorphic (Rock composition has been altered by heated pressure)	Igneous (Formed by Magma)
Flagstone		
Limestone (Limestone forms Marble, H.C.C. Limestone is not suitable as a floor tile)	Marble (Due to heat & pressure over many years under the earths surface)	Basalt (Lava cools to form Basalt)
MudStone (Not suitable as a floor tile)		Granite Extremely hard wearing for worktops and flooring.
Sandstone (Sandstone forms Quartzite)	Quartzite (Which forms when Lava covers Sandstone and dries on the sandstone surface)	
Shale (Shale forms Slate)	Slate	

Hardness is important for the Tile Doctor to ascertain whether or not the Tile he is going clean are going to be difficult or not, usually as a rule the Harder the better, as softer material such as Terracotta and Limestone will often or not be difficult to clean and also to seal and keep sealed.

The Mohr's Scale:

- | | | |
|-------------------------|-------------|--------------|
| 1. Talc or Graphite. | 5. Apatite. | 9. Sapphire. |
| 2. Rock Salt or Gypsum. | 6. Felspar | 10. Diamond |
| 3. Calcite. | 7. Quartz. | |
| 4. Fluorspar. | 8. Topaz. | |

A simple test with a finger nail on Limestone will give you an indication, provided no sealer is present, if a Mark is left then this indicates a very soft stone and one that you will have to inform the customer that the end result may not be as achievable as would normally be expected, this happens with the sealer not holding into the Tile for any length of time, due to its softer nature

Special Cleaning Techniques

Vertical Surfaces

The trouble with Vertical surfaces is gravity makes any product you apply run off so it doesn't have chance to dwell. The best way around this is to decant the product into a spray bottle and shake it up so it mixes with air. (Wear a mask and some Marigold gloves when doing this)

Cold Water

Use cold water for neutralizing the floor to get rid of any excess chemicals that have been used before sealing commences, rinse two or three times if necessary, especially if you see any effluence on the floor. Cold water can also neutralise certain smells caused by the use of strong chemicals on the floor as it will close the Gaps in the pores quicker.

Warm Water

Always clean with warm water, all the tiles you will be working in on have pores in them like your skin and it is just like shaving, you wouldn't shave with cold water as this closes the pores, so we use warm water to open the pores and so letting in the cleaning solution to help lift the dirt.

Blanket System

If after the end of a days clean, you still haven't managed to get all of the stains out, then try the blanket system. This system will go to work on the floor while you are away and it keeps working until you get back. Put it simply: cover the affected area with a 50/50 mix of Nano Clean and Remove & Go then cover the area with plastic sheeting. The sheeting stops the liquid from evaporating and so has no choice but to soak into the tile and lift out the trapped dirt, when you are ready to lift the plastic, do so in stages so you can work on that area with warm water and scrubbing brushes and a vac before the Remove & Go dries in again. I have used this technique very successfully on Sandstone and Flagstone and Victorian floor tiles. You can get the plastic sheeting from any D.I.Y store, a roll will set you back about £25.

Acid

Acid is only useful in certain circumstances, one is for getting rid of excess grout, the acid breaks down the lime in the grout and so helps to remove it, always wash off with cold water after no more than 2 minutes (work in small areas) otherwise this can damage the product if left unattended; test a small area first before commencing on the whole area. Acids breaks down the pores in the tiles, which can be useful on such tiles like a smooth Victorian floor tile as these tiles have often been down that long that all the pores are compressed together and need the acid to help break down a bit so a sealer can get in, again test first before doing the whole area.

Polymer flexible grouts need a product such as Remove & Go to help break down the polymers first before you then go on to using Grout Clean Up to get rid of the rest of the excess grout.

Types of Acid found in the Home:

- Acetic Acid = Vinegar
- Citric Acid = Lime and Orange Juice
- Phosphoric Acid = Cola and Pepsi Etc
- Tannic Acid = Tea and Coffee, Red and White Wine

All of the above can be treated with Tile Doctor Reduxa and possibly the Twister pad system

Common Problems

Grout Haze

This is a common problem where grout cement is left on the surface of the tile causing a slight haze. In the photographs below you can see how a DIY tiling job has left a large amount of white grout on the tile.



Before



After

For a floor apply Neat Grout Clean Up, scrub with a Brush straight away, and then rinse with water within a couple of Minutes, rinse with water again to be sure all of the Acid has been Neutralized. Leave to dry fully before re-sealing.

If using an Acid such as Grout Clean Up on Calcareous Stones, and Polished Tiles, then some re-polishing will be required, test first on a small area fully before completing the rest of the Tile Cleanup.

For a Wall Tile Environment, To Apply The Tile Doctor Grout Clean-Up You need to put it in a spray bottle about 200ml to 750ml of Water (wear a dust mask, safety goggles and some Marigolds) and spray it on to the wall tiles, and then use a rough pan cleaner to remove the haze.

Stained Bathroom Grout

This can be caused by Shampoos, Body washes, Soap etc, as a lot of these Products are quite high in Acids and Alkaline which can be corrosive, thus damaging the Lime content of the Grout over many Months and years of using said products.

- Dilute Tile Doctor Pro-Clean Tile and Grout Cleaner with 3 parts warm water and decant into a spray bottle. Shake the bottle and spray on to the grout and tile. Use a Scrubbing brush and rinse with water after cleaning.
- Wear some Marigolds and pair of safety goggles and dusk mask before starting this work.
- Leave to dwell for 3 to 5 minutes and then agitate with a scrubbing brush, make sure none of the solution dries on the surface and wear goggles and gloves to ensure safety.
- Rinse the affected area thoroughly and leave to dry.
- When dry, apply Tile Doctor Grout Seal and Go to ensure the grout keeps looking good for many years to come, but please note that this product takes at least 12 hours to dry, before the Customers can reuse the Shower or Bath.

As a rule if the customer can get in the habit of rinsing the Tiles wall and Grout down after showering then this will dilute a lot of Chemical build up in the future and thus letting the Sealer and The Silicone have a much longer Life span.



Above: Before and After pictures of Ceramic Tiles with badly stained Grout and Silicone.

Efflorescence

Efflorescence problems usually occur when salts are in contact with the tile from an outside source. This is most evident in porous tiles where the efflorescence can seep through. For example we have come across a number of jobs where the contractor has used sand and cement mix with terracotta tiles over a short period of time, the salts that are evident in the sand and cement crystallize into the tile and a whitish bloom develops on the surface of the tile often cracking the sealer. If cement based adhesive was used from a reputable tile shop then this problem would never have occurred.

Efflorescence will also happen if there is no D.P.M (Damp proof Membrane)

Conduct a series of Damp testing with a hand held Damp Tester, in the corners and the middle of the floor or wall before any cleaning has started, to make sure that damp is not going to be problem before you start a job, if damp is Present then notify the customer that if you clean the floor for them then an Efflorescence bloom may develop either within hours of cleaning or weeks after, you will be using a Breathable sealer such as Seal and Go to help alleviate this problem as this Sealer will not stop the White crystal coming through and then they can be washed of as they appear, with a mop and bucket, the problem should lessen as the floor starts to dry out again.

Use a Dehumidifier in the room in question to dry out the moisture and leave this in place for a few days, then return to do further Damp testing if all okay proceed with the Sealing process, if this is explained to the customer at the outset that this may happen then you shouldn't find it a problem to deal with if it does happen to you.

Treatment before sealing:

A solution of Grout Clean-Up mixed 1 to 3 with water will ease the problem temporarily, but you will find in most cases the efflorescence will repeat itself until all the salt crystals have evaporated on the surface, and this can take months in some instances. Rinse off with water and remember the 1 minute rule when working with calcareous stone surfaces.

Sealing Tips

You may notice that the sealers we use at Tile Doctor are mainly Water based; there are a few very good reasons why this is so.

1) DRYING TIMES- Unlike Solvent based sealers, the floor does not have to be dry for 24 hours before applying sealer, just touch dry will do when using a water based sealer, to be sure use a Damp Tester, especially when dealing with Terra-cotta, Flagstones and Victorian floor tiles where there may not be a Damp proof course. Some manufacturers will state on the back of their bottle to allow 3 days before applying sealer from the time of the floor being washed, in this business that isn't a lot of good to a Tile Doctor, we generally clean one day and seal the next, on smaller jobs we can clean and seal the same day using a water based sealer (provided a DPC is present).

2) HEALTH AND SAFETY - Before we were converted onto water based sealers, we used to use a well known brand that was solvent based, the trouble with this was that if you were working with this all the time, it would give you headaches (sometimes prolonged) and this cannot be good for your general health. With water based sealers I doubt you will find this a problem, as they have no acrid smell to speak of.

3) ARE WATER BASED ANY GOOD AS A SEALER? - Undoubtedly yes, in the past they have had their fair share of criticism, but due to innovation and new techniques they are equal and if not better than their solvent and acrylic cousins. When we speak of a water based sealer, it is only the carrier for the sealer that is made up of water, the sealer itself is made up of different components, as like solvent based sealers it is the carrier that is solvent not the sealer, the great thing about a water based sealer is that it will travel much further into the tile than a solvent based sealer as it is thinner and doesn't clog up the holes, thus allowing for a deeper penetration of the sealer in to the tile and thus making for a more thorough coverage of sealant and then you can achieve FSC (Full Seal Curability).

4) WATER TEST - With water based sealers you can conduct a water test on the tile without it affecting the new sealer, where as with solvent base sealers you have to wait until the floor is fully dry so as to not affect the appearance of the sealer. To conduct a water test, pour a table spoon droplet of clean water on to the tile area, leave to stand for 5 minutes, and then wipe off with a dry clean cloth. If a water mark is still present then a subsequent coat of sealer will be required, then just to be sure do the water test again? If no visible water mark is present then you can be content in the thought that you have achieved FSC, get paid and move onto the next job.



The sealer should be fully cured before a water test is applied.
(Normally 24 hours)

5) TOPICAL SEALERS - Sealers such as Seal and Go and High Shine, work best on rough surfaces, such as Sandstone, Slate, Flagstone, and on Clay Tiles such as Victorian/Quarry (Seal and Go only for these) and Terra-cotta. These Topical sealers bring out the Colour and Shine of the Tile.

6) IMPREGNATING SEALERS - Sealers such as Pro-seal and Ultra-seal will not give the stone or Tile any colour or lift as in a gloss or satin finish, this is left for the Topical sealers to achieve. Colour Grow will lift the colour but not add a sheen, this is a Solvent based sealer with a White spirit as its main carrier.

7) SOLVENT BASES SEALERS - There are some sealers such as Tile Doctor Colour Grow which we have found invaluable, it's great on Honed stones such as Marble, Limestone and Travertine where a Matt finish is required; for a Satin finish use The Twister pads first and then apply this sealer, the sealer will not make the tiles any glossier but The Twister pads will do this instead, and rather than use a Topical sealer such as High Shine, or Seal and Go Colour Grow won't peel off on a smooth surface such as Honed stones.

Grout

Grout Cleaning

Most grouts less than three years old should clean up to a good standard by applying the Pro-Clean Product a scrubbing brush and some elbow grease. A wire rake can be used (but not near polished surfaces). Always wash with copious amounts of water afterwards and leave to dry. For wall grout its best to decant the cleaning solution into a spray bottle first. For those of you who have a SX-12 system or similar keep the PSI level down to a standard where it won't damage the grout.

Sometimes you will get a Sealer or Polymer build up, this needs to come off first before you can get a good result, you can use Remove and Go for this, a recommended dwell time is at least 40 minutes before you start to rinse it off.

Grout Colouring

In this section we cover the practicalities of grout colouring and little hints and tips to a great job, but not the general procedures as this is covered in depth already on the technical manual and also on the back of each bottle. What is not covered is the problems you might face and when not to grout colour. When first appraising a job, such as a shower cubicle, you need to look at two things, the state of the grout and the type of tiles adjacent to them.

Firstly, if the grout is mouldy, this needs to be raked out before applying the grout colourant, or it will get through to the grout colourant eventually and spoil an otherwise good job. Limescale needs to be reduced to a minimum as does any general dirt and grime that is in the grout. If the grout is badly pointed then this needs to be smoothed down as well before applying the colourant, you can use a smooth screwdriver head of the right gauge as the grout width to do this (N.B. this can only be done on wall grout as it is a lot softer than cement based floor grouts). A Dremel with a rounded head attachment is also good at smoothing down rough wall grout lines.

Once you are happy with the condition of the grout, then you need to look at the type of tile next to it, if the tiles are porous or Micro-porous, such as some types of porcelain, then you need to make sure these are sealed first (go to the relevant page on how to seal the different type of tiles that you will encounter). If the tiles are ceramic or are fully sealed already then proceed on to pre-treating the grout.

It may be that you have been asked to treat just the grout, but on surfaces that have been sealed such as Stone or Slate etc. this may not be possible without damaging the sealer. If so advise the customer that the tiles and grout will have to be done as one.

On ceramic tiles and fully glazed porcelain use the pre-treater spray that comes with the kit. On slate or stone, terra-cotta, quarry or micro-porous tiles use a 1 to 5 mix of pro-clean, applied in the same method as the pre-treater. Remember if you do a thorough job on this side of things, then you will have a very satisfactory finish. Once 2 hours have elapsed, you can then start to grout colour. If the original grout is darker than the grout that already exists, you will need to put on 2 coats of grout colourant. Do all the grout colouring first, before starting the removal of excess grout from tiles.

You will have up to 24 hours to remove excess grout colourant from the Sealed tiles, after that time it starts to get very difficult to shift. Use a little water on the White Abrasive pad at first and work away from yourself; it's very important to use the white nylon pads as the other colours have a dye in them which can work themselves into the grout colourant. Make sure that the customer knows that they can not use bleach or acid to clean the floor with once the colourant has been applied as this will affect the colourant in the long run and will make the colour go patchy, use only the Tile Doctor Neutral Tile Cleaner. The grout colour will set after 2 hours (for normal surface traffic). After 20 days a full cure is achieved, walls and floors can be washed after 24 hours.



Before and after pictures of grout coloured using Aquamix White Grout Colourant.

Grout Sealing

There are currently two methods of sealing grout, the first being to use a pipette and the second is by means of a spray system.

The pipette system is probably the most efficient system as it wastes very little of the sealer and it gives a 100% penetration on to the grout, making for a more effective treatment. Unfortunately the effects of gravity make this method only really suitable for use on floor grout, which is probably just as well as floor grout gets a lot more wear and tear than wall grout.

Floor Grout Sealing - Very straight forward, on a floor use the pipette system, 1 coat of "Ultra Seal" should be sufficient for most floor grouts, if you need to apply more, leave to dry between coats. The drying time can vary depending on the porosity of the grout, if the grout is of sand and cement mixture then it may take 2 coats as this is more of cement than a grout and should be treated differently.

Wall Grout Sealing - Spraying the sealer onto the grout is quicker, but the downside is you end up spraying the adjacent tiles as well as making for a much messier application. You must make sure all the grout sealer is wiped off the tiles otherwise it will leave marks on them. It's a bit like washing a window; you just keep polishing until it's all gone. You will need to use a lot of terry cloths on these jobs, but they can be washed and dried afterwards as the sealer is water based. Grout Seal and Go already comes in a spray bottle for this purpose, 2 coats should suffice.

Porcelain - Test first as the grout sealant can get into the micro pores and affect the surface of the tile. If this is the case and the porcelain needs to be sealed then use Ultra seal first and then start sealing again using the pipette system, on a Porcelain Wall Tile Grout Seal and Go is not the right sealer for these types of Tiles, best to apply it with brush the right thickness of the grout gap and wipe up any excess with a cloth.

Slate and Stone Cleaning

The key is to test first and see if the stone is absorbent, if so seal the stone first using either Pro-Seal or Seal & Go, whichever is the recommended sealer for this type of stone. Once the stone is sealed and dry, use the pipette system on the floor grout (If required 1 coat will do it) and the Grout Seal and Go system for the walls (1 coat).

Tile and Stone



PLEASE NOTE: A Stone floor will probably have had a sealer applied to it at some time during its life and so in most cases you will need to remove this sealer before you can clean it properly.

Honed Stone

There's a huge variety of stone and tile available on the market today and so it's easy to get confused between the different types; naturally as a Tile Doctor you should be able to spot the differences.

A polished stone is manufactured to a high tolerance in a factory and has a highly reflective surface. As a result, careful maintenance is required to keep the stone looking good, failure to follow the manufacturer's recommendations result in the stone becoming dull and losing its polish. Polished stones are not for a newly trained or less experienced Tile Doctor to attempt so we recommend you avoid these.

Honed stone is generally a smooth stone with either a semi reflective or matt finish. To achieve a quality result utilise the following steps.

1. Before commencing on the whole floor, run a test first on 2 or 3 tiles. The test will ensure you become aware of any potential problems early on such as a High Calcium stone or efflorescence and allow you to work around the problems and manage the customer's expectations more easily.
2. Start with a Red Twister pad to remove the sealers and Vac off the excess.
3. Use a white twister pad with water, then vac off the water afterwards.
4. Use a yellow twister pad to smooth down the stone, Vac off afterwards and scrub grout joints.
5. When dry use a Green Twister pad to re-polish the stone, spray the stone with a little water to help reduce friction.



NB. Honed stones (unlike polished) can still absorb a sealer after Twister; apply 2 coats of Ultra Seal or Colour Grow.

Trouble Shooting

If after completing steps 1-3 above you have become aware of a good number of dark blotches in the stone, you need to inform the customer that this is a High Calcium Content floor and ask them to sign the waiver before proceeding on with the next steps.

If after completing steps 2 and 3 you notice that there appears to be some type of coating visible then it's likely the cleaning solution did not remove all the old sealer from the stone. Remove this using Tile Doctor Remove & Go.

Ceramic Tiles

Glazed ceramic tiles are a popular option these days due to their durability, water and scratch resistance. Originally tiles were hand-made, thus each was a work of art in its own right. Ceramic tile was used almost everywhere- on walls, floors, ceilings, fireplaces, in murals and as an exterior cladding on buildings. Today of course most ceramic tiles are automatically manufactured.

At Tile Doctor we often get asked to recommend a sealer for Ceramic Tiles; the simple answer is they don't need one, however the grout which is porous will. Occasionally you will come across a Ceramic tile which has a rough texture which can hold dirt; for this situation we recommend a single coat of Seal and Go.

We only get asked to clean these tiles where there is a build-up of dirt on the tile and the grout which is easily solved with application of the Pro-Clean Tile and Grout cleaner.

To apply, dilute 1-5 times (depending on build-up) with water and then leave to dwell on the tile and grout for 3-5 minutes. Full information about the use of this product can be found in the products section of this manual.

Granite

Granite is becoming the material of choice for today's homes and offices, synthetic materials are simply no match for granite's natural beauty and classic elegance. Granite is available in a wide variety of colours and can be shaped into straight or curved patterns to match virtually any requirement including beautiful kitchens, vanities and bath areas. Granite is not an acid sensitive stone, but acids will damage the polish on any polished surfaces.

Rough/Riven Granite Tile

- Remove any excess sealer before cleaning using Remove & Go Sealer Remover.
- Clean the floor with Pro-Clean Tile & Grout cleaner
- Neutralize the floor with clean water, mop up and leave to dry for 30 minutes or more.
- Apply Tile Doctor Ultra-Seal or Colour Grow using paint pad or brush. Allow to dry before applying a second coat. Use a water test to achieve FSC.

Factory Polished

- Use only the White Yellow and Green Twister pads, The Red Twister will damage a factory Polish, and should only be used if the Granite is in a bad state of repair.
- To seal (**if required**) test one coat of the new 2011 Formula Ultra-Seal.

Limestone & Marble

Limestone and Marble has been used since ancient times and are highly regarded when it comes to quality flooring due to its toughness and durability. Recently however the character of Limestone has been tarnished due to some less reputable dealers selling certain grades of Limestone for flooring which due to their high Calcium content make it unsuitable for the purpose and very difficult to maintain.

Limestone is a calcareous stone as is marble and Travertine but unlike these two, Limestone can have much higher calcium content and because of this can be very hard to clean and seal. Below, you will find more details on the 3 grading's of Limestone:

L.C.C Low Calcium Content: Generally easy to clean and seal and can be treated in the same way as Marble or Travertine.

M.C.C Medium Calcium Content: Medium indicates the calcium content is much higher, this grade of Limestone will show patches of darker areas when wet, however if cleaned one day and sealed the next, these patches will usually disappear to some degree.

H.C.C High Calcium Content: Hard to clean and impossible to seal, if the calcium content is high the stone procedures dark blotches which prove very difficult to seal and make for an un-satisfactory finish. A trained Tile Doctor should be able to spot Limestone of the H.C.C. stone is unsuitable as a flooring product and should only really be utilized on walls (not ideal for shower areas). If the customer still wants you to go ahead, we recommend you get the customer to

sign a waiver to show that they understand that the result may not be up to your usually high standard. This form also comes in handy if you see evidence of acid damage or tile disturbance; all forms can be downloaded from the website.



M.C.C Limestone floor before and after pictures, Ultra-seal used for Sealing

Porcelain

Rough or Textured Porcelain responds well to cleaning with Pro-Clean and a Black Buffing Pad, rinse afterwards with water, and leave to dry and then apply 1 coat of Seal & Go.

Polished Porcelain responds better to cleaning with a Green Twister pad, leave to dry and consider sealing with 1 coat of Ultra-Seal. (Test first)

Quarry Tile

A classic hard wearing tile often utilized in high traffic areas such as reception areas and also often used for outdoor patio areas and porches. Although hard wearing Quarry tiles are often neglected and hidden under years of grime

- Clean the floor with pro clean tile and grout cleaner.
- Use Remove & Go together with Nano-Clean to eradicate stubborn sealers.
- Neutralize the floor with clean water, Vac up the excess and leave to dry overnight. Verify the floor is dry by using a damp tester before applying a sealer.
- Apply Tile Doctor Seal & Go sealer using a paint bad applicator and tray. 4 to 5 coats of sealant may be required, always allow to dry before applying further coats. Use a water test to achieve FSC.

Sandstone

At Tile Doctor we see sandstone used a lot as kitchen and conservatory flooring however, as with any natural stone it needs to be sealed to protect it and bring out its beauty and colour.

- Clean the floor with pro clean tile and grout cleaner
- Use Remove & Go and Nano Clean if pro clean doesn't appear to be having the desired effect.
- Neutralize the floor with clean water, Vac up the excess and leave to dry. (Usually overnight will suffice, but do a Damp tester overnight before sealing commences)

Rough/Riven

Apply 1 Coat of Tile Doctor Seal & Go sealer using a paint pad applicator and tray. Sandstone tiles may require up to 4 or 5 coats, always allow to dry before applying the next coat. Use a water test to achieve FSC.

Smooth Matt Finish

Apply Tile Doctor Colour Grow using a paint pad and allow to dry before applying a second coat. Use a water test to achieve FSC. Polish off any excess after each coat within 5 minutes using clean terry cloths (dish cloths)



N.B. – Buffing machines and the right colour pads can be used to do this work, but due to the texture and surface conditions of the individual tile, a blanket system can be used where sealer removal is only partially successful.

Slate

Slate has traditionally been used for centuries as roofing and flooring, its durability made it a favourite for these jobs until introduction of cheaper man made alternatives.

Below picture is of an Oyster Slate floor after cleaning and sealing with 4 coats of Seal and Go.



Rough/Riven

- Clean the floor with Pro-Clean Tile and Grout Cleaner or a 50/50 mix of Remove & Go and Nano Clean.
- Apply Tile Doctor Seal & Go sealer using a paint pad applicator and tray. Sandstone tiles may require up to 4 or 5 coats, always allow drying time before applying the next coat. Use a water test to achieve FSC.
- If a glossier sheen is required apply 4 to 5 coats of Tile Doctor High Shine sealer instead.

Slightly Riven

- Clean the floor with Pro-Clean Tile & Grout Cleaner
- Neutralise the floor with clean water, mop up and leave to dry.
- Apply Tile Doctor Ultra-Seal using a clean dry terry cloth (not the fluffy variety). Push sealant into the tile and allow drying time before applying a second coat. Use a water test to achieve FSC.

Terracotta

Terracotta Tiles have been around in certain parts of the world for over two millennia. In fact the word Terracotta means burned earth. The ancient Romans used a variety of Terra-cotta tiles in their villas and palaces for many centuries as they found the tiles very durable and strong. This is because Terracotta was very thick as compared to modern tiles and therefore withstood a lot of wear and tear.

Mexican Terracotta does not get baked in a kiln, instead they are left to bake outside in the Mexican sun and if it's a cloudy day the temperature can fluctuate which increases the porosity of the tiles, whereas tiles fired in a kiln avoid this problem.

The one big downside to Terracotta is the fact that it has no glaze on the surface and can pick up and store muck and dirt very quickly. If you have ever owned a Terracotta floor before you will be able to relate to this problem.

- Clean the floor with Pro-Clean Tile & Grout cleaner.
- Neutralize the floor with clean water, mop up and leave to dry for 30 minutes or more.
- Apply neat Remove & Go on any areas where the old sealer is still present, then scrub and rinse the floor thoroughly before leaving to fully dry before sealing.
- Always apply Tile Doctor Seal & Go sealer with a paint pad applicator and tray. French Terracotta will take around 6 to 8 coats, Spanish and Mexican terracotta tiles may require up to 8 or 9 coats of sealant, always allow to dry before applying the next coat. Use a water test to achieve FSC.



Terracotta floored cleaned and then sealed with Tile Doctor Seal and Go

Travertine

Travertine is a natural material that has unique features that no other stone can offer. Its colours are limited to Beige From a lighter shade (White Travertine) to a darker shade (Chestnut), it doesn't come in any other colour range than this, You may notice some Marble Tiles look very similar in Appearance but in different colours. The distinctive design of Travertine creates some of the most distinguished floor tiles. Travertine is ideal for commercial and residential use. It can be used for floor tile, kitchen flooring, bathroom wall tile, bathroom floor tile.

- If there is a sealer present, use a Red Twister pad before continuing on to the other colours.
- Burnish the floor starting with the white twister pad.
- Remove any water using a vac then use the yellow twister pad before cleaning the grout then leave to dry followed by the green twister pad.
- Neutralise the floor with clean water, mop up and leave to dry for 30 minutes or more.
- Apply Tile Doctor Ultra-Seal using a paint pad applicator and tray. 4 to 5 coats of sealant may be required, always allow drying time before applying further coats. Use a water test to achieve FSC.



Above and below Pictures of a Chipped Edge Travertine before Cleaning with a Black Buffing pad and some Pro-clean, then sealed with 2 coats of Ultra-seal.

Victoria Tile

A hard wearing tile that gives a classic look to any space which is commonly found in the reception areas of older buildings, especially in hallways. We often find that the beauty of these tiles are hidden under years of grime and neglect, however all is not lost as they can be restored, see below for details.

- Clean the floor using a 50/50 mixture of Pro-Clean Tile and Grout cleaner and Nano-Clean, top up with water as required and use a machine with a black buffing pad.
- Neutralise the floor with clean water, mop up and leave to dry for 30 minutes or more.
- Apply Tile Doctor Seal & Go sealer using a paint pad applicator and tray. 4 to 5 coats of sealant may be required, always allow to dry before applying further coats. Use a water test to achieve FSC.



Tile Doctor Seal & Go is the recommended sealer for Victorian floor tiles, but like most topical sealers it can take up to 20 days to fully cure and harden, 6 hours for light foot traffic. Suggest to your customers that they install a decent front door mat to catch any grit or stones that could mark the surface.



Before and After pictures of cleaning Victorian floor Tiles, finished with 4 coats of Tile Doctor Seal and Go.



If damp is an issue due to the lack of a DPC an alternative is to clean the floor with a thicker liquid such as a 50/50 mix of Remove and Go and Nano Clean. Leave to soak for an hour and then use a steamer to bring the solution and any old sealer to the surface. This method leaves the tiles fully dry and thus has much less chance of causing an efflorescence problem.

Tiling Jobs

Not for the Faint hearted or you guys who come from a None Tiling background, because if a Tile is loose or broken there may be an underpinning reason as to why this has happened. A Few examples are listed below.

1. Wrong Type of Adhesive used, should be flexible floor Adhesive on wooden flooring and under floor heating.
2. Tiles still setting when a 3rd party comes along unintentionally and upsets the bond, thus leading to the Tile or Tiles debonding.
3. Tiled areas should be free from dust and dirt before Tiling has commenced, to Tile to a dirty floor may lead to future debonding.
4. The Domino effect due to age, this can happen a lot on Victorian floor Tiles, where the only thing keeping them in place is the pressure of the rest of the other Tiles keeping them down, once this is released a Domino effect can happen.

There may be a few more, but these are the most common that I have found while I have been working as Tiler and a Tile Doctor.

Tile Replacement on a Wooden Subfloor.

For a Tile to sit well on a wooden floor it's best to overboard any existing Tongue and Groove floor boards with at least 9mm of Marine Ply or another type of boarding like Wedi Board, Hardibacker etc. Some tiling advisors recommend 15mm, but I find this to be impractical as well as O.T.T due to the fact that the Tiles themselves can be anything from 10 to 20mm thick and with a 12mm Notched trowel used (pushed down until its only 6mm to 8mm) this can lead to a bit of a step that most profiles cant cope with to any decent effect. The Boards themselves should be Screwed down (not nailed unless Annular nails are used) at every 300mm centres using a 2inch threaded screw.

Prime the base with Mapei Primer G, leave to dry and then use Mapei Flex or Keraquick for a fast setting Flexible adhesive, they are also suitable for wooden bases and under floor heating.

Leave to dry for the required time, and then use a flexible floor grout such as Mapei Ultra-Colour. This product allows for small movement in the subfloor and is also fully waterproof with a stain blocker and recommended for internal and external walls and floors. It can be used on joint widths up to 20mm, on top of that it takes very little further cleaning once cleaned properly, unlike a lot of other flexible grouts I have used in the past where the Grout itself starts to become an issue as the polymers make it stick to the Tile and make it difficult to remove.



Carrera Marfil Polished Marble, with badly broken Tiles in Bathroom.

In the photographs above the customer has a number of spare tiles from the original installation stored in the garage, as they where Original no problems where encountered with Tone and shade differences. Grout was Flexible Ultra-colour Jasmine and matched closely with the existing Grout.

Floor Tile Removal Process

If removing a wall or Floor Tile make sure you take out the Grout Line on all the adjoining tiles first. A Grinder may be better for floor Grout as this will be a lot harder to take out than a wall where a Grout Rake will normally work well.

Make sure that you tape up the doors to the inner house as dust will quickly penetrate otherwise and anything of a porous nature (clothes, food etc.) are moved into an adjoining room before using the grinder. Wear a face mask and some Protective goggles and Gloves before starting; open exterior doors and windows to provide ventilation.

- 1) Score the grout first, then with a grinder (carefully) remove as much of the grout as possible even to a point that it goes a good half inch into the grout joint of an adjacent tile, then use the grinder to score the damaged tile.



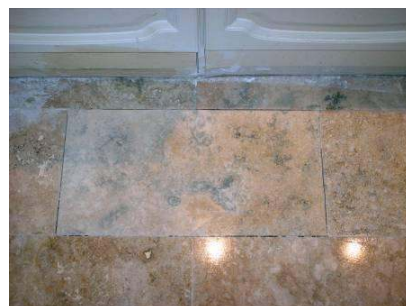
- 2) Next loosen the tile up with a chisel and hammer, once a piece is loose the rest should prise out easily.




- 3) Use the grinder to smooth the surface ready for the replacement tile.



- 4) Fit replacement tile with adhesive and then grout



 **Exclusions:** Don't attempt to remove the tile if it is stuck down to an under floor heating mat as it will damage the connection. If the under floor heating is encased in the concrete then proceed with care (not too much hammering) but this operation can be performed on this type of heated flooring.

Wall Tile Replacement


Follow the directions above using a grout rake to remove the grout. Then (very carefully) score the tile as mentioned previously and slowly prise out with a hammer and chisel.

It may be necessary to replace the plasterboard with Aqua-board or Wedi-board; if this is the case prime the board before tiling with a 1 to 3 mixed primer and leave to dry. Cut the tiles whilst waiting for the primer to dry so you're ready for the next step.



We always recommend the use of a shower sealing strip if replacing the base tiles around a shower or bath (use lots of silicone top and bottom to ensure a water tight seal). Place the tiles into the new position with a good quality flexible waterproof adhesive and grout (Mapei Ultracolour).



 **WARNING** – Until all the affected tiles are off the wall you will not know what condition the plasterboard will be in. It may be that you will need to fully replace depending on the extent of any water damage. Usually this problem will occur at the base of the shower where water can collect which can prove expensive if not corrected early. Make the customer aware of this at the outset as a longer job will mean a bigger bill; only provide the customer with an estimate rather than a firm quote.

Before you leave

There are number things you should do before you leave.

Up Selling

Before you leave a customer ensure the customer knows how to maintain their floor going forward. Explain how the protection a sealed floor provides can be eroded away by frequent use of even mildly acidic products and that they should use a PH neutral cleaner on their floor to ensure the sealer isn't weakened and literally stripped away by the constant use of unsuitable products.

We suggest you add a bottle of Tile Doctor Neutral Tile Cleaner to their bill explaining that you recommend it for the regular cleaning of sealed floors and that they can purchase further quantities on-line or through yourself.



There is also a post clean recommendations leaflet you can leave behind that explains all of this, this leaflet can be downloaded from the website via the following link:

www.tiledoctor.info/downloads/PostClean.pdf

It's also a good idea to push the idea of Grout Sealing, especially in places such as Shower rooms where mould can easily build up. This is a job they can easily perform them selves so keep a couple of bottles of Pro-Cleaner and Grout Seal & Go in to hand just in case.

Referrals & Testimonial

Now is the time to ask the customer for a testimonial and to remind them that referrals form an essential part of your business. Most people will be more than happy to do this, especially now that you have just restored their floor to its original pristine condition. Forms are available for this purpose on the Tile Doctor website. Scan in a copy of any testimonials you receive and e-mail them to Tile Doctor so they can be added to the website.

Alternatively encourage your customer to visit the link below where they can leave a testimonial and claim a free bottle of ready to use Neutral Tile Cleaner

www.tiledoctor.co.uk/Testimonial.asp



Create a presentation folder/portfolio containing photographs and testimonials of work you have done, this makes a great selling tool and will help you justify charging a premium fee for your services.

Photographs

Ask the customer if they mind if you take some photographs to put in your portfolio, people can be a little sensitive about this so it's always best to ask first. For best results use a tripod and take a before during and after photograph from the same location and lighting conditions.

Diary

Don't forget any floor you clean and seal will probably need re-doing again 2 or 3 years from now depending on the amount of traffic it receives so make a diary entry to contact the customer again in the future.

Product Information

There are literally hundreds of products on the market today for cleaning and sealing stone etc. Knowing which product to use for each situation is one of the key areas of being a Tile Doctor and to make this easier we have spent time narrowing down the range of Cleaners and Sealers to a smaller more manageable list of Tile Doctor branded products.

Surface		Sealer
Ceramic	Glazed	Glazed tiles do not need sealing but the grout will (see below).
	Textured	1 Coat of Seal and Go.
Granite	Rough/Riven	Ultra-Seal (1 Coat)
	Factory Polished	Use Twister Pads
Grout	Wall	Grout Sealer (Spray on 2 coats)
	Floor	Ultra-Seal (Pipette system 1 coat)
Limestone	Rough/Riven	Colour Grow (2 coats – use water test to determine if more are required)
	Factory Polished	Use Twister Pads
Marble	Rough/Riven	Ultra-Seal (1 to 2 coats - test to determine)
	Factory Polished	Use Twister Pads followed by 1 coat of Ultra Seal.
Porcelain	Textured Porous	Seal and Go (1 coat - test to determine)
	Polished	Does not require sealing – use a Green Twister Pad.
Quarry		Seal & Go (4 to 5 coats)
Sandstone	Rough/Riven	Seal & Go (4 to 5 coats)
Slate	Rough/Riven	Seal & Go (3 to 4 coats) or High Shine sealer (4 coats)
	Smooth Matt	Pro-Seal (2 coats) or Ultra-Seal (1 coat)
Terracotta		Seal & Go or Pro-Seal (9 coats, some surfaces may require up to 12)
Travertine	Honed & Filled	Colour Grow (2 coats) or Pro-Seal (up to 3 coats)
Victoria	Floor Tiles	Seal & Go (4 to 5 coats)

NB. Always test for suitability on 1 or 2 tiles in well lit conditions.

Neutral Tile Cleaner

Many tile cleaning products sold on the market today are designed for cleaning non porous ceramic surfaces. The chemicals used within these products can etch away at sealed surface of a stone floor thus reducing the life of the sealer. Tile Doctor Neutral cleaner has been especially formulated for the regular cleaning of Sealed Stone and Tile surfaces keeping them fresh with a pleasant mint scent.

It's PH neutral phosphate free formula ensures your sealed surface remains undamaged it also eliminates soap scum build up, hard water deposits and its super-concentrated so one bottle is enough to make up to 121 litres.



Use on Grout, Natural Stone floor, Ceramic, Porcelain, Adobe Tile, Quarry, Terracotta, Masonry surfaces or other water-safe surfaces.

Method of Application

- 1.) Read entire label before using.
- 2.) Sweep or vacuum surface to remove loose debris.
- 3.) Mix 35-125ml of cleaner to 4 Litres of water.
- 4.) For polished Natural Stone surfaces, 35ml of cleaner to 4 litres of water is usually sufficient.
- 5.) Apply solution to area to be cleaned.
- 6.) Agitate with a mop or soft-bristle brush.
- 7.) Mop up dirty solution.
- 8.) Change cleaning solution at least every 25m² (250 sq. ft.) or as needed.

Pro-Clean

A concentrated, multi-purpose high-alkaline cleaner, stripper and degreaser.

Dilute with 3 to 5 parts water to use as a very effective cleaner that removes grease, soap scum, body oil, mildew and algae from areas that have been neglected or subjected to heavy use.

Dilute with 2 parts water for the stripping of synthetic and acrylic waxes and floor finishes.



Use on natural stone floor (such as Granite, Limestone, Slate, and Travertine), Ceramic, Porcelain, Quarry, Saltillo, Terracotta, cement pavers, masonry surfaces, linoleum or resilient flooring.

Method of Application

DO NOT KNEEL IN THIS PRODUCT. AVOID ALL SKIN CONTACT.

- 1.) Read entire label before using.
- 2.) Put on Rubber Gloves and Eye Protection.
- 3.) Sweep, vacuum, or wipe surface.
- 4.) Mix Pro-Clean Tile & Grout Cleaner as follows:
LIGHT SOIL BUILD-UP: Mix 1 part cleaner to 5 parts water
MODERATE SOIL BUILD-UP: Mix 1 part cleaner to 3 parts water.
STRIPPING OR HEAVY SOIL BUILD-UP: Mix 1 part cleaner to 2 parts water.
- 5.) Apply solution to surface with mop or sponge.
- 6.) Allow to dwell 3 to 5 minutes for cleaning, or 5 to 10 minutes when stripping waxes or finishes from floors or other surfaces.
- 7.) Agitate with synthetic mop, scrub brush, or scrub machine. Do not allow solution to dry on surface.
- 8.) Mop up dirty solution.
- 9.) Rinse thoroughly with clean water.



NanoTech Ultra Clean (Nano Clean)

NanoTech Ultra Clean is an abrasive cream cleaner designed to work where other cleaners won't. It utilises nano-sized particles to penetrate below tough stains, dissolve and lift them out. Especially effective for cleaning rough or textured surfaces. Also removes factory applied waxes and floor finishes, coating sealers, light grout residue (including epoxy), rubber and pencil marks, light mineral deposits, ground-in dirt and most sealer residues. Nanotech Ultra Clean is nontoxic, non-flammable and non-acidic.

Recommended for use on Porcelain, ceramic, polished and unpolished natural stone (such as granite, limestone, marble, slate, and travertine), Grout, Quarry tile, Saltillo, Terracotta, Cement Pavers, Masonry surfaces, and other stone, tile and grout surfaces.



Method of Application

- 1.) Read entire label before using.
- 2.) Sweep, vacuum or dust surface to remove any loose debris.
- 3.) Pre-wet surface with water.
- 4.) Apply Nano Clean directly to the pre-wet surface.
- 5.) Agitate with a white nylon pad, scrub brush or scrub machine.
- 6.) Remove the residue using a wet-dry vac machine.
- 7.) Rinse thoroughly with clean water to remove any remaining residue.



Mix Nano Clean 50/50 with Tile Doctor Pro-Clean to create a highly effective cleaning agent.

Remove & Go

Tile Doctor Remove and Go is a non-flammable, multi-purpose stripper formulated with a long dwell-time to remove most sealers, epoxy grout haze, urethane coatings, synthetic finishes, adhesives and paints. This product also draws out ingrained stains and removes heavy grease build-up.

Recommended for use on Ceramic Tiles, unpolished Natural Stone, Grout, Concrete, Masonry and Metal, use on both horizontal and vertical surfaces



Method of Application

- 8.) Read entire label before using.
- 9.) SHAKE WELL before using.
- 10.) TEST A SMALL AREA, according to application instructions, to determine desired results
- 11.) Sweep or vacuum surface
- 12.) Apply a small amount of remover to a small area of up to 2m² (25 sq. ft.), spread with a sponge or scrub brush and allow to stand for 1 hour without drying or until coating or residue softens. Do not allow stripper to dry on surface.
- 13.) Agitate with a scrub brush. A scrub machine may be used.
- 14.) Wipe up residue with a clean, absorbent white cotton towel or sponge. A wet-dry vac can be used.
- 15.) Rinse thoroughly with water
- 16.) Wipe surface dry with clean, absorbent, white towel.
- 17.) For removal of epoxy grout haze, dampen surface with the remover, then lightly agitate surface until haze is removed. Rinse thoroughly with water
- 18.) For large commercial installations, a white pad may be used with a scrub machine.
- 19.) Removal of thick coatings or residue may need several applications.

Grout Clean up

Grout Clean-Up contains concentrated phosphoric acid and cleaner designed to penetrate below the surface to remove light grout smears (grout haze), mineral deposits, rust stains and efflorescence. This product is also effective for the removal of most hard water stains, lime deposits and soap scum.

Recommended for use on masonry surfaces and acid resistant stone such as Slate.



Method of Application

- 1.) Read entire label before using.
- 2.) TEST A SMALL AREA with a 24 hour cure time to determine the ease of application and desired results.
- 3.) Allow newly grouted installations to cure a minimum of 10 days.
- 4.) Pre-Wet surface with water
- 5.) Mix 1 part Concentrated Acid Cleaner to 5 parts water. A stronger solution may be used depending on nature of the task.
- 6.) Apply solution, allow to dwell 1 to 2 minutes and agitate with natural bristle brush or white nylon scrub pad. Do not allow solution to dry on surface.
- 7.) Mop up dirty solution, rinse thoroughly with clean water, agitating with white nylon scrub pad or brush to ensure removal of cleaning agent and acid.

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Seal & Go

A specially formulated water-based blend of acrylic polymers that provides both a stain resistant surface seal and a durable low-sheen. It can also be used as a pre-grouting sealer. Allows moisture vapour transmission and is not affected by ultra-violet light.

Use on unsealed, porous surfaces such as slate, textured quarry, saltillo, sandstone, terra cotta, cement pavers, and masonry. Effective for interior and exterior applications.



Method of Application

- 1.) Read entire label before using.
- 2.) For new installations sealer can be applied as soon as 48 hours after grouting.
- 3.) Surface must be clean, dry, and free of existing sealers or coatings.
- 4.) Apply using a sponge or paint pad applicator. Avoid puddling.
- 5.) If 2 or more coats are applied, allow a minimum of 30 minutes drying time between coats.
- 6.) 2 hours after final coat conduct a test to determine if surface is completely sealed by applying water droplets to the surface. If water is absorbed, apply an additional coat. Wait 2 hours and repeat the test.
- 7.) Ready for surface traffic 6 hours after final coat. Keep area dry for at least 6 hours. Achieves a full cure in 24 hours.
- 8.) For a high sheen finish on interior surfaces only, apply Aqua Mix Floor Shine & Hardener over Seal & Finish Low Sheen. Allow a minimum of 2 hours drying time before applying Aqua Mix finishes.
- 9.) Clean applicator tools with water after each use.
- 10.) May be reapplied as needed to surface that is clean and dry.

Pro Seal

Premium, no-sheen, natural-look, water-based, penetrating sealer formulated to provide maximum stain protection, especially in food preparation and serving areas. May also be used as a pre-grouting sealer. Allows moisture vapour transmission. It is also an excellent grout sealer.

Use on all natural stone (such as marble, granite, slate, travertine, and limestone), porcelain, quarry, saltillo, terra cotta, cement pavers, masonry surfaces, and other porous tile and grout where a natural look is desired. Effective for interior and exterior applications



Method of Application

- 1.) Read entire label before using.
- 2.) For new installations sealer can be applied as soon as 48 hours after grouting.
- 3.) Surface must be clean, dry, and free of existing sealers or coatings.
- 4.) Apply using a sponge, brush, paint pad, cotton towel, or sprayer. NOTE: Be sure any sealer that does not penetrate surface is removed from surface within 5 minutes of application using absorbent paper or cotton towels.
- 5.) If 2 or more coats are applied, allow a minimum of 30 minutes drying time between coats.
- 6.) 2 hours after final coat conduct a test to determine if surface is completely sealed by applying water droplets to the surface. If water is absorbed, apply an additional coat. Wait 2 hours and repeat the test.
- 7.) Ready for surface traffic in 2 hours after final coat. Keep area dry for 12 hours. Achieves a full cure in 24 hours.
- 8.) Clean applicator tools with water after each use.

Colour Grow – Colour Enhancing Sealer

Colour Grow, is a solvent based colour intensifying sealer that provides durable surface protection as well as allowing the surface to breath and enhance colour. Use on unsealed, porous surfaces such as slate, textured quarry, saltillo, sandstone, terra cotta, cement pavers, and masonry. Effective for interior and exterior applications.

Use on unpolished surfaces including Flagstones, Flamed Granite, Limestone, Marble, Quarry Tile, Sandstone, Slate (Riven and Semi Riven), Travertine and Victorian Floor Tile. Colour Grow is suitable for both internal and external applications and recommended for areas where no damp proof course is evident.



Method of Application

- 1.) Read entire label before using.
- 2.) For new installations sealer can be applied as soon as 48 hours after grouting.
- 3.) Surface must be clean, dry, and free of existing sealers or coatings.
- 4.) Apply first coat using a paint pad applicator and leave to dry for 10 to 15 minutes.
- 5.) Polish off excess using a dry cloth.
- 6.) Repeat as required waiting 30 to 40 minutes between coats.
- 7.) Use a water test to determine if further coats are needed.

Ultra Seal – Premium Sealer

Premium, no-sheen, natural-look, solvent-based penetrating sealer formulated to provide maximum stain protection, especially in food preparation and serving areas. May also be used as a pre-grouting sealer. Allows moisture vapor transmission. It is also an excellent grout sealer.

Use on all natural stone (such as marble, granite, slate, travertine and limestone), porcelain, quarry, saltillo, terra cotta, cement pavers, masonry surfaces and other porous tile and grout where a natural look is desired. Effective for interior and exterior applications.



Method of Application

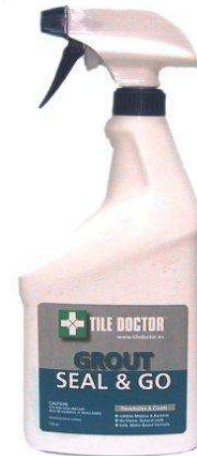
- 1.) Read entire label before using.
- 2.) For new installations sealer can be applied as soon as 48 hours after grouting.
- 3.) Surface must be clean, dry, and free of existing sealers or coatings.
- 4.) Apply using a sponge, brush, paint pad, cotton towel, or sprayer. NOTE: Be sure any sealer that does not penetrate surface is polished dry off surface within 5 minutes of each application using absorbent paper or cotton towels.
- 5.) If 2 or more coats are applied, allow a minimum of 30 minutes drying time between coats.
- 6.) After 2 hours conduct a test to determine if surface is completely sealed by applying water droplets to the surface. If water is absorbed, apply an additional coat. Wait 2 hours and repeat the test.
- 7.) Ready for surface traffic in 2 hours after final coat. Keep area dry for 12 hours. Achieves a full cure in 24 hours.
- 8.) Clean applicator tools with mineral spirits after each use.

Grout Sealer

Water-based sealer that prevents water, oil and acid based contaminants from spoiling the appearance and colour of grout yet allows moisture vapour transmission.

Reduces maintenance and is transparent so not to affect the colour of the grout.

Recommended for use of cementations sanded and unsanded grout joints in interior or exterior ceramic tile installations.



Method of Application

- 1.) Read entire label before using.
- 2.) TEST A SMALL AREA, according to application instructions, with a 24-hour cure time to determine desired results. Test for stain repellency using likely contaminants.
- 3.) For new installations, sealer can be applied 48 hours after grouting
- 4.) Grout joints must be clean, dry, and free of existing sealers or coatings.
- 5.) Apply 1 to 2 coats with a soft-bristle paint brush or sponge paint applicator
- 6.) Using cotton or paper towels, polish dry any sealer remaining on the tile and grout within 3 to 5 minutes of application.
- 7.) Clean applicator tools with water after each use.

Cure Time

- ◆ If 2 coats are applied, allow a minimum of 30 minutes drying time between coats.
- ◆ Ready for surface traffic 2 hours after final coat.
- ◆ Sealed area should be kept dry for 12 hours.
- ◆ Achieves a full cure in 24 hours.
- ◆ Conduct a test to determine if surface is completely sealed after 2 hours by applying water droplets to the surface. If water is absorbed, apply an additional coat, wait 2 hours and repeat the test.



Reduxa- Stain Remover

Reduxa is an effective ready to use cleaner designed to remove acid stains from calcareous stones. Will remove or quite visibly lighten stains on stone caused by Tea and Coffee, Red and White Wine (Tannic Acid), Orange and Lemon Juice (Citric Acid), Cola (Phosphoric Acid), Vinegar (Acetic Acid) and Uric acid. Reduxa will not remove rust markings from stone but can lighten the colouring

It can be used on all types of stone especially calcareous stone where acid staining is a problem, such As Marble, Limestone and Travertine. It can also be used on polished stone surfaces where the same treatment can be applied, but re polishing will be required to restore shine.



Method of Application

TEST A SMALL AREA: According to application instructions to determine desired results.

- 1.) Read entire label before using.
- 2.) Clean the area to be treated with a sponge or mop to remove any loose debris and dirt.
- 3.) Give the Reduxa a shake and spray the affected area with squirts from the nozzle.
- 4.) Leave for 10 to 15 seconds to soak into the Tile.
- 5.) Have a Heat gun ready and dry the Stained Tile with this, sponge up any excess.
- 6.) Repeat this process 4 or 5 times more .
- 7.) After the 4th attempt you should start to see a heat transference from the Reduxa and the Tile, this will appear as a smoky haze (small amount) The Stain will then start to lighten and depending on the strength of the stain and type of Stone, will either disappear entirely or leave a much lightened mark.
- 8.) Rinse thoroughly with clean warm water and mop up.
- 9.) To restore the shine on Polished surfaces Reburnish and Buff.

Tile Doctor Case Histories

The following pages detail some of the many jobs carried out by Tile Doctor.

Client: Preston

Description: Clean and Re-colour 4m squared area of 5mm wide Grout in a Ceramic Tiled Kitchen

Duration: 2 days

The tiles were recently laid and unfortunately the grout was the wrong colour.

The Tiler didn't know what to do to rectify the problem so Tile Doctor got the call. He had done a good job on the rest of the Kitchen and the customer didn't want to upset him over it any further so she was quite happy to pay me to sort the problem out, as long as it didn't look false.

Having tried other grout colourants, I was confident in recommending the Ones that we use as the best one on the market today.

First I cleaned the grout with the pre-treater spray that comes with the kit and washed off the excess with water. Although the directions recommend leaving the grout to dry for 2 hours. I left it for 30 minutes followed by a blast from my heat gun to dry any dark wet spots, this speeds up the process rapidly.

Next I applied the Grout colourant, fortunately the tiles were ceramic and the excess grout colourant came off the tiles very easily where I had got some on by accident. With the kit comes a special white abrasive cloth which is excellent at removing the excess grout colourant off the tiles.



Before Cleaning and Grout Colouring



After Grout Colouring

I often find unglazed tiles or stone and even some porcelain tiles are slightly porous on the surface and if the grout colourant gets on to these tiles then it can be quite hard to get off. Do a test first on a couple of rows, if you get any on the tiles then don't leave it on for more than 10 to 15 minutes as it sets very hard.

If the tiles can be sealed beforehand then ask the customer if you can do this, charge

extra for it as you will be doing the customer a favour in the end as it will make them a lot easier to clean.

Its worth noting that the grout colourant doesn't need to be sealed as it turn the grout into an epoxy grout making it completely washable.

Equipment used:

- Heat Gun
- White Abrasive Cloth

Products Used:

- 2 Bottles of Grout Pre-treater Spray
- 2 Bottles of White Grout Colourant

Client: Knutsford

Description: Clean and Re-colour 4m² area of 5mm wide Grout in a Ceramic Tiled Bathroom.

Duration: 4 Hours

The tiles were recently laid and unfortunately the grout was discoloured because the tiler had used the same bucket to mix the adhesive with and some of the remnants from that had got into the grout mix. If the tiler had used a separate bucket this wouldn't have happened.

The tiler didn't know what to do to rectify the problem so Tile Doctor got the call. He had done a good job on the rest of the bathroom and the customer didn't want to upset him over it any further so she was quite happy to pay me to sort the problem out, as long as it didn't look false.

Having tried other grout colourants I was confident in recommending the Aquamix range as the best one on the market today.

First I cleaned the grout with the pre-treater spray that comes with the kit and washed off the excess with water. Although the directions recommend leaving the grout to dry for 2 hours I left it 30 minutes followed by a blast from my heat gun to dry any dark wet spots, this speeds up the process immensely.



Next I applied the Grout Colourant, fortunately the tiles were ceramic and the excess grout colourant came off the tiles very easily where I had got some on by accident. With the kit comes a special white abrasive cloth which is excellent at removing the excess grout colourant off the tiles.

I often find unglazed tiles or stone and even some porcelain tiles are slightly porous on the surface and if the grout colourant gets on to these tiles then it can be quite hard to get off. Do a test first on a couple of rows, if you get any on the tiles, don't leave it on for more than 10 to 15 minutes as it sets very hard.

If The tiles can be sealed beforehand then ask the customer if you can do this, charge extra for it as you will be doing the customer a favour in the end as it will make them a lot easier to clean.

Its worth noting that the Grout Colourant doesn't need to be sealed as it turns the grout into an epoxy grout making it completely washable.



Photograph above shows the improvement in the grout.

Equipment Used:

Heat Gun

White abrasive cloth

Products Used:

1/2 Bottle of Grout Pretreater Spray.

1/4 Bottle of Silver Grout Colourant

Client: Restaurant and Night Club in Chester

Description: Tile Repair & Cleaning a Limestone Floor.

Duration: 1 Day

I was asked to replace broken tiles that were fitted to a wooden floor, the previous tiler had used flexible adhesive and flexible grout but cracks had appeared between two joining sheets of 15mm plywood and a movement problem had occurred. I managed to track down the original tiles from a local tile shop but as 2 years had elapsed between the tiles being originally fixed then their shades were a bit off. The owners understood the shade problem but I thought it was worth mentioning in order to manage the expectations and repercussions later.

First I removed the grout around the broken tiles before removing the damaged tiles. If you don't remove the grout bonding it to other good tiles then the chances are you will damage the good tiles when removing the bad ones.

Second using my Grinder and a Concrete cutting disc I smoothed the surface down to the wood, I had tried it with a hammer and chisel first but it was taking far too long. The only trouble with this was the dust created by the Grinder, so I had to tape off the doors and sheet other areas such as the w.c. cubicles to minimise cleaning up afterwards. There was still dust all over the floor but I just waxed this up and mopped it down with water afterwards.

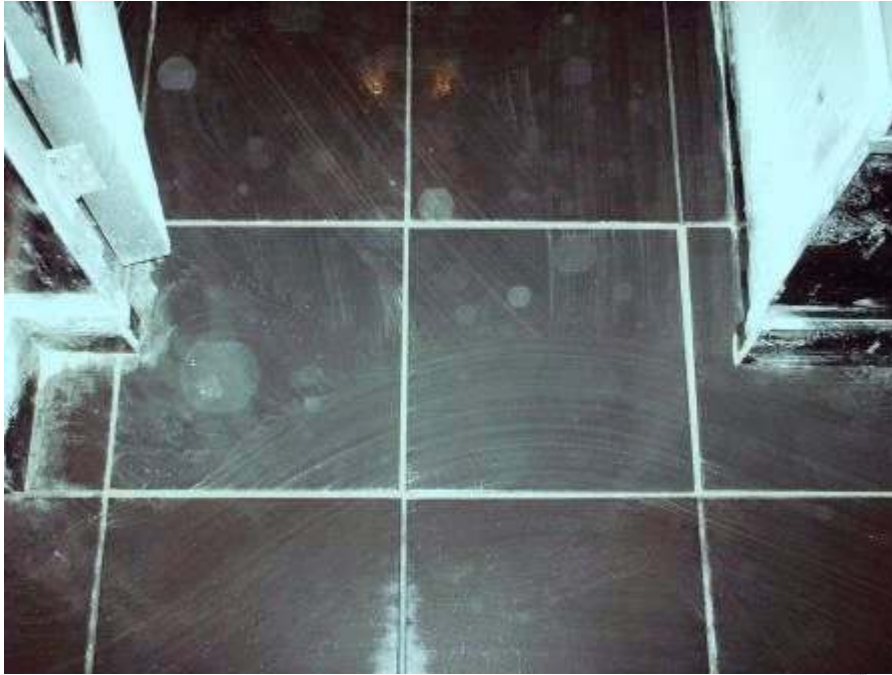


Using Mapei Keraquick, rapid set flexible adhesive, I lay the tiles down and left them for 3 hours and cordoned off the toilets to prevent people walking on them. I was working on the Nightclub side of the premises which is closed to customers during the day so it wasn't a big problem.

Part of the job also included cleaning a Limestone floor in the main hallway, so while I was waiting for the tiles to set I got on with this.

I put a red pad on the buffing machine (less abrasive than black pads so ideal for Limestone) the Limestone cleaned up really well with just a 1 in 3 dilution of Pro-Clean Tile And Grout Cleaner. The tiles showed no evidence of any old sealants and cleaned up really well, sometimes it is quicker to mop off dirt rinses with a mop and bucket than a wax however when it comes to very porous stones like the Limestone types as by the time you get to waxing all of the area some of the dirt has seeped back into the stone.

After this I had my lunch and then proceeded to the next stage of the W.C job and using a flexible grout I quickly finished the job off, as you will notice from the last picture the tiles look like they are still covered with a film of grout. Care needs to be given with flexible grout as it is full of polymers and can take quite a number of rinses before it comes off.



Picture shows replaced tiles but before final clean.

Once the tiling was complete I went back downstairs in to the hallway and sealed the Limestone with ProSeal giving the floor two coats. The great thing about this sealer is the fact that it dries very quickly on most porous tiles and it will take general traffic after less than 30 minutes, so no dubious footprint marks to watch out for. The trick I find is to wipe off any excess after 5 to 10 minutes with a clean terry cloth.

Equipment Used:

Hammer and Chisel

Grinder with Concrete Cutting Disc

Buffing Machine with Red Pad

Mop & Bucket

Vax Machine

Products Used:

Rapid Set Flexible Adhesive

1 Bottle Pro-Clean Tile And Grout Cleaner

1 Bottle Pro Seal

Client: Private Residence in Blackpool

Description: Strip and Seal a Honed French Limestone Floor **Xm²** area.

Duration: 2 Days

This was a great job for me to do, as the tiles were newly laid but the tiler had made a pigs ear of sealing them. He had used boiled linseed oil, Lithofins stainstop and Golv polish, the result was a blotchy surface finish which is hard to see on the pictures.

As this job was referred to me to do from the tile shop who provided the tiles, the tiler was unable (not unwilling) to fix the problem and I got the go ahead to make it right. The customer was very distraught at first but I assured her that this problem was quite common and I could solve the problem for her.

Two weeks later I arrived on the job and set about removing the sealers that had been put on the tiles. First off I used Remove & Go and covered half of the tiles by putting it on neat. I waited for it to soak in before applying some more, Limestone is extremely porous and to lift the old sealers you need to fully cover them with the remover.



After about five to ten minutes I started to work the remover in with a red pad using the buffing machine on low, after about 30 minutes I started to place water down and vaxed up the residue. Sometimes once the floor is dry you can see the bits that were missed and you have to repeat the process. On this job however one coat was sufficient, the tiles were honed which produces a nice flat surface; perfect conditions for the buffing machine which managed to do a good job.



Picture shows replaced tiles but before final clean.

At this point I changed tactics and concentrated on removing the Linseed Oil by applying Pro-Clean Tile and Grout Cleaner. After about 10 minutes I started to work in the cleaner with the red pad again and followed the same process as before. Before I left that day I rinsed the floor down twice to completely neutralise any chemicals that remained also I did a small sealer test with Pro-Seal, this didn't bring out any shine but it does a good job of sealing the tiles.

The next day the floor had had plenty of time to dry and so I started to seal working from one end of the room to another, making sure I didn't stand on where I had just sealed. Pro-Seal dries very quickly and I had to make sure I didn't leave any excess sealer, as this can cause blotchiness and this is probably where the tiler had made a mistake which was compounded by putting on another product to try and hide his first mistake.

After that I started in the same corner again and followed the same process. Once the second coat had dried I tried a water test, unfortunately this showed up which indicated a third coat was required. Once the third coat had dried I repeated the test and was happy with the result.

I left the floor for an hour and then started to buff the floor with a green twist pad on high speed. This brought the floor to life and there wasn't a hint of any blotchiness on the tiles.

Equipment Used: Products Used:

Buffing Machine	2 bottles of Remove & Go
Mop & Bucket	1 Bottle of Pro-Clean Tile And Grout Cleaner
Vax Machine	1 Bottle Pro-Seal
Sealing Cloths	1 Red Buffing Pad
	1 Green Twist Pad

Client: Residence in Woodplumpton, Preston

Description: Seal 20m² of Sandstone Floor.

Duration: 2 Days

This is a floor I had done 3 years previously; I had told the customer that the Sealer I had used would last up to 5 years as it says on the bottle, however when I got there the floor was in need of some serious attention.

When questioned about the Sealer not lasting I asked about the cleaners they had been using to maintain the floor. I had left them a bottle of Concentrated Tile Cleaner when I last did the floor, it turned out that they had used flash and then as the floor got dirtier they used bleach. What they didn't know was that these products would only damage the sealer thus letting the dirt get back in. I'm sure I mentioned this the first time round; however my customer promised to do it right this time and use the cleaner I recommended.

The floor looked bad but it cleaned up real quick with a 1/3 warm water dilution of Pro-Clean Tile and Grout Cleaner mixed 50/50 with Nano Clean. Unfortunately I couldn't use the buffing machine as the tiles were uneven and quite riven, the machine is unable to get into the grooves and cracks

Because the sealer was still present to some degree even using a more powerful truck mounted machine would not have managed to remove the sealer from the pores.

I wasn't using the buffing machine so I didn't have to spend time taping up the skirting boards, there is no splash back when doing the floor by hand brush.



Picture shows Sandstone before cleaning and sealing.





Getting the floor clean took most of the day so I came back the following day to seal the floor with Seal and Go.

The only trouble with sealing is you have to wait half an hour for the first coat to dry and as a rule you double that time to allow for each subsequent coat to dry. So although it only took 10 minutes to apply the sealer it took me all day to put 5 coats on.

Picture shows how the sealer has brought out the colour in the Sandstone.

I normally do some leaflet dropping in the local area when waiting for the sealer to dry however in this case they wanted me to have a go at cleaning an old fireplace hearth. I ruined a good wire rake in the process but charged the a little extra for my trouble.

Equipment Used: Products Used:

Paint Pad Applicator 1 Bottle Pro-Clean Tile & Grout Cleaner

Sealing tray 2 Bottles of Seal & Go

Wire Rake

Client: House in Leyland

Description: Clean & Seal 20m² of Sandstone Floor.

Duration: 2 Days

As usual I did a clean test on the tiles first, there's no telling what products have been applied to a floor over the years so it's always best to do a test first. There was no evidence of sealer however there were quite a few spots of paint on the floor where the painters had been sloppy.

The client said that the floor was 8 years old, but she couldn't remember which sealing products had been used if any. If the customer knows for sure which sealants had been used in the past it will for the most be unnecessary to remove the remaining sealant with Remove & Go, you can just clean it up with Pro-Clean Tile And Grout Cleaner and use the compatible sealer, if however the customer is unsure of which sealer has been used then for the best results the sealer will have to be removed.



Picture shows Sandstone before cleaning and sealing.

On this day I was lucky, the tiles were just really dirty and the customer was having a difficult time cleaning them up.

With the test out of the way I was ready to get started with Pro-Clean mixed with 3 parts warm water to 1 part solution. I brushed the contents on to one half of the floor, then using the buffing machine and a black pad I proceeded to clean the floor after about half an hour of rigorous cleaning I vaxed up the contents. The property was connected to the main drain system so I flushed the waste down the outside drain, sometimes if the house is not connected to the main drains and it has a Cess Tank instead then I throw the waste on a discreet part of the driveway, as the contents of the solutions used can damage the filters on the Cess Tank.



Picture shows how the sealer has brought out the colour in the Sandstone.

Continuing with this method I proceeded to do the other half of the floor and then I rinsed the floor down. The next step was to use Sealer and Adhesive Remover to get rid of the paint marks and stubborn stains; I covered these with sheets of thin plastic to help draw them out more effectively as the plastic stops the solution evaporating. Once done I rinsed the floor again.

After this I filled in any grout holes with fresh grout which had come loose over the years and I cleaned of the excess.

Leaving the floor to dry I left for the night, and came back the next day, I noticed a few things which I had missed so I quickly cleaned them up, there were a few stains which were not going to come out and I mentioned this to Mrs Sanderson, to my relief the customer was very happy with what I had done so far and could see the colours come back to the tile, which had been hidden by years of build up dirt.

When I was happy I had done all I could I started to seal using the Seal and Go, the first coat dried really quick and so I put on a 2 coat, this took about an hour to dry, so it was a good time make some phone calls and catch up with some paperwork.

The Third Coat went down and I had my lunch while I waited for it to go off; about an hour and half later the floor was dry to look at and to touch so I put the fourth coat on. Its important not to rush the sealing as the sealer will go tacky if the coats are applied before the older coat has fully dried. The time was now about 3 o'clock and I was hoping to put a fifth coat on the floor, I checked the floor every half hour, but it still hadn't dried, the time had come to 4 o'clock and it still hadn't fully dried. I decided after another 15 minutes that this was about as much as it would take. I have made the mistake of putting to much sealer on in the past and it can go tacky, so I have had to go back and use a week solution of Pro-Clean to get rid of the tackiness.

Equipment Used: Products Used:

Buffing Machine 1 Bottle Pro-Clean Tile & Grout Cleaner

Vax Machine 1 Bottle of Remove & Go

2 Bottles of Seal & Go

Grout

Client: Residence in Stockport

Description: Clean and Seal 45m² of Slate Tiles.

Duration: 4 Days

This was classic situation of having to resolve an installation problem. The builder in this case didn't seal the tiles before grouting and had left a film of grout covering the tiles. With the slate being porous and the use of a flexible grout he was asking for trouble. The customer needed to use flexible grout because they had under floor heating fitted and this allows the grout to expand and contract with the heat, unfortunately flexible grout is full of polymers and this makes it harder to remove.

The customer told me of the problems they were experiencing and they were no longer able to contact the builder. They e-mailed over some picture to give an idea for pricing and the size of the area and I gave the customer a price over the phone. When I got there however it was evident that the worse tiles affected had not been included in the photographs I was sent to I had to re-price the job.



Picture shows slate before cleaning and sealing.

We agreed a new price and they were happy with that as long as it looked good when it was done, the alternative would have been to rip up the whole floor.



Picture shows how the sealer has brought out the colour in the slate.

First I used Phosphoric Acid but it was far to week so I had to don the rubber gloves and mask and use a Hydrochloric acid instead. This in combination with the use of a Wire Brush and a Scrubbing Brush had an instant effect. I took care not to leave the acid on any one area for more than 10 minutes and just focused in small areas followed by washing away the acid with a good amount of water

I was unable to use a buffing machine on this because of the riven nature of the slate, consequently I had to do the whole job by hand so it was slow job but I managed to get it clean in 3 days. I Sealed the whole floor on the last day with 4 coats of Seal and Go. You can see from the photographs above the difference is quite striking.

Equipment Used:	Products Used:
Wire Brush	Grout Clean-Up
Scrubbing Brush	4 Litres Hydrochloric Acid
Rubber Gloves	5 Bottles of Seal and Go
Mask	
Wet and Dry Vacuum	

Client: Holiday Cottage in Coniston

Description: Clean and Seal 12m² of Quarry tiles (circa 1920).

Duration: 1 Day

This classic floor from the 1920's had been covered with carpet tiles for the last 20 years and to make matters worse the plasterers had been in and left white plaster dust everywhere.

I started with a 1 to 3 dilution of warm water and Pro-Clean on the whole floor. The dust came off easily and using the buffing machine and a black pad I had the whole Quarry tiled floor clean within in an hour.

I had to get on my hands and knees with a wire brush to do the grout as the machine never really gets into the recesses. This took a further hour and by lunch time the floor was clean.

I rinsed the floor off with clean water and left it to dry while I had my lunch. About 40 minutes later the floor was just about dry. I artificially dried the remaining patches with a heat gun.



Picture shows Quarry Tile before cleaning and sealing.

The next day the floor was ready to be sealed so I applied the first coat and left the floor to dry for about half an hour and by about 2p.m the tiles were ready for a second coat. Putting a coat of sealer on 12m² only takes about 10 minutes, so I left the floor to dry and made a cup of tea. There was nobody else in the house so I didn't have to worry about other people walking on the newly sealed floor.



Around 3.30p.m the floor was ready for its third coat. I tend to find the more coats you put on the longer you have to wait between drying times. It was my intention to finish the job that day as I didn't want to come back just to put one more coat on and at about 5.30 pm the floor was dry enough to put a 4th coat on. I stayed until about 7.30p.m and did a water test to see if the floor was still absorbent, the water left a small trace so I put on a final 5th coat before leaving.

Picture shows how the sealer has brought out the colour in the tile.

Considering the age of the floor the majority of it came up really well. There were some tiles that had lost there face and were a little dull however I had already discussed this as a possibility with the customer before hand so they understood.

Equipment Used:

Wire Brush
Knee Pads
Heat Gun
Buffing Machine with Black Pad

Products Used:

1 Litre Pro-Clean Tile And Grout Cleaner
2 Litres of Seal and Go

Client: Mr Burton, Cheshire

Description: Renew 15m² Victorian Tiled Floor.

Duration: 2 Days

These Victorian Style black and White tiles were in pretty bad condition due to them having a carpet on top of them for the last 25 years.

To fix the carpet it had been glued down around the edges, so I used Remove & Go to soften up the hard glue, leaving it on for about 45 minutes, I then used a hand brush and a scraper to get rid of the residue



Some of the glue was difficult to remove so I applied Pro-Clean Tile and Grout Cleaner for that and the rest of the floor using a Buffing machine and a black pad.

I washed the floor down with water and using a hand brush I cleaned up the rest of the dirt sucking it up with a vac machine. The thin line of grout between the tiles would of been impractical to improve on so there was no need to tackle this directly or even apply a specialist grout sealer later.

At this stage the job still wasn't perfect, although I do say to all my customers that you will never get a floor older than 5 years 100% perfect. It's best to aim at between 90 and 95% as a realistic target and I always stress this to a customer with an old floor before taking the job on. Its always a good idea to manage customer expectations in this way and if the floor comes out 100% so much the better.

This floor so far was about 80% so I tried Grout Clean-Up where the remnants of the glue were still leaving an after stain and this worked perfectly, the floor was now 95%.



Final step was to seal the floor using Seal & Go; these types of tiles aren't absorbent so it only needed 2 coats allowing an hour between coats for drying time. Needless to say the customer was very happy with my efforts which took 2 whole days from start to finish.

Equipment Used:

Hand Brush

Scraper

Buffing Machine with black pad

Vac Machine

Products Used:

1lt Remove & Go

1lt Pro-Clean Tile and Grout Cleaner

1lt Grout Clean-Up

2lt Seal & Go