

TESORO NATURAL STONE TILE

Care & Maintenance Guide

Understanding Natural Stone

- Natural stone is a unique and porous material — no two pieces are exactly alike — and needs to be maintained properly to preserve its appearance.
- Finish affects both porosity and durability: polished stone is less porous but shows scratches more readily, while honed or tumbled finishes are more porous but hide wear better.
- Some natural stone colors can dull or fade over time and is a natural occurrence.

Sealing

- Sealing is strongly recommended to prevent moisture absorption and damage and is required per Tesoro's warranty. Match the sealer to the specific stone type and application.
- If stone is not properly sealed, it will absorb moisture which can lead to color changes.
- Periodically check that the sealer is still working effectively, and reapply as needed per the sealer manufacturer's instructions.
- Sealed stone remains vulnerable to acidic liquids such as wine, fruit juice, and vinegar. Wipe any spill immediately to avoid permanent damage.

Routine Cleaning

- Sweep or vacuum regularly to remove grit, dust, and debris, which can be abrasive to the stone surface; .
- Dampen the stone with clear water before applying any cleaning solution, then clean with a damp mop or microfiber cloth and a pH-neutral stone cleaner free of acid or bleach.
- Never wet-mop a polished surface. Keep moisture to a minimum and hand-dry with an absorbent towel to prevent dulling, and rinse away any cleaner residue with clear water.

Stains, Spills & Spot Cleaning

- Clean spills immediately and blot spills rather than rub to avoid pushing moisture into the stone.
- Avoid cleaning wax, oil-based cleaners, ammonia, and any product containing acid, alkali, or bleach as part of routine maintenance, and skip abrasive pads like steel wool. Always test a new product in an inconspicuous area first.
- For deep-set oil, grease, or grout-haze stains, apply a poultice, an absorbent material mixed with an appropriate cleaner into a paste, 1/4 to 1/2 inch thick, cover with plastic for about 24 hours, then let it air-dry before removing and rinsing. Repeat if needed.
- If a poultice or cleaner dulls a polished finish, restore the shine with a stone-safe polishing powder and pad, following the product's instructions.

TESORO TIPS

- *Use felt or rubber pads under furniture, and place quality floor mats at entrances and other high-moisture areas.*
- *Ensure any grout cleaner is compatible with your grout type — many modern grouts are polymer-modified and contain latex.*
- *Seal natural stone often if material is in heavily used areas to avoid discoloration and improve longevity.*

These guidelines reflect widely recognized U.S. industry practice for natural stone care, consistent with Natural Stone Institute guidance and ASTM C1515, the standard for cleaning natural stone surfaces. Cleaning and sealing product recommendations may vary by formulation, so always follow the printed instructions on the product label if different than above guide and test any cleaner, sealer, or tool in an inconspicuous area before use on the full surface. Tesoro is not responsible for damage resulting from the use of incompatible or improperly applied cleaning and maintenance products.