

Etched in Stone would like to thank you for your purchase of our unique products. We want you to remain satisfied with your selection for years to come; therefore, we offer the following care and maintenance guidelines for natural stone, ceramic and porcelain tile, glass and metal tile, luxury vinyl tile (LVT/LVP), and pre-finished hardwood and cork (oil-finish or polyurethane-finish).

There are a number of cleaning products on the market that claim to be safe for these materials. However, Etched in Stone recommends only products specifically formulated for your flooring type to be used on our materials. General household cleaners and disinfectants may contain chemicals or abrasives that can harm the finish of these surfaces. These products should be avoided. Also, use caution with products labeled as “green”, “environmentally friendly”, or “eco-conscious” as these products often contain natural acids, such as orange and lemon oil or vinegar, which are too harsh for many products that we sell. They may be safe for your family and pets, but they are not safe for many hard surface materials.

Etched in Stone is proud to recommend Mapei products for natural stone & tile. Mapei has been a proven leader in the manufacturing of maintenance products for natural stone and tile for over eighty years. They produce a full line of tile and stone cleaners that are available for purchase through Etched in Stone. Most Mapei products do not require any special training or equipment for general use.

Etched in Stone is proud to recommend Bona products for polyurethane-finished hardwood, LVT/LVP, and cork. Bona has been manufacturing floor care products since its onset in 1919. They offer a handy mop system, individual cleaners, and accessories. We recommend their cleaners as natural, environmentally friendly, and safe choices for cleaning your polyurethane finished hardwood, LVT/LVP, and cork floors. For oil-finished hardwood, using the proprietary Cleaning/Maintenance products specifically sold by the flooring manufacturer is required. We will supply these products to you at the time of installation and can re-order these products for you at any time.

Before using any of the care and maintenance products recommended above, please carefully read the manufacturer’s instructions for use, as well as the information contained in the provided Care & Maintenance sheets. If you have any further questions about use or products that are not covered in these sheets or on the manufacturer’s label, please feel free to call Etched In Stone for clarification. You may also wish to consult the Mapei or Bona websites (www.mapei.com, www.bona.com).

Thank you for your business.

Respectfully,

Eric Wergin and the Etched in Stone Team

HISTORY

Kaeden Services, our sister company, was established in 1972 by Dennis Wergin. Initially he ran this business out of his own home. Through the years his company grew and changed, as his family did the same. His son, Eric Wergin, began working in the family business at the age of 19. For 14 years they worked together as partners. During these years the company made several leaps and bounds. The business grew into a company with 15 installers and company vehicles. It changed location from a home-based business, to a small garage, and finally to where it stands today. In 1995, Dennis and Eric

believed that the Lakeshore Area needed a retail flooring showroom with an eye for style and a product selection that could only be rivaled in a large Metropolitan area. Etched In Stone was born. An old cardboard factory in Historic Downtown Manitowoc was purchased and an extensive remodel began. Twelve foot ceilings and exposed wood beams bring a sense of the past while all the displays of stone, ceramic, porcelain, glass, and hardwood invoke your modern sense of style. Kaeden Services and Etched In Stone have been working hand-in-hand servicing both residential and commercial clientele since 1995. In 2005, Dennis retired and both companies were then purchased by Eric Wergin and his wife, Elizabeth.

OUR PHILOSOPHY

Our philosophy is simple- to provide a unique atmosphere in which the customer can feel both comfortable and confident. This atmosphere is impressed upon the customer when they first walk into our showroom. Our showroom feels very inviting due to the character of the vintage building and the vast selection of unique products. We further create a sense of customer security with our one-on-one attention, design service, and product knowledge. We offer showroom walk-in hours (8am-5pm M-F) enabling clients to stop in and browse as they please. We then suggest one-on-one appointments to offer personal design attention.

NATURAL STONE

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

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

Natural stone is one of the few products that should improve with use. A properly maintained natural stone floor develops a patina that will enhance the beauty of any installation. When properly maintained, natural stone tiles, slabs, and backsplashes should last indefinitely. Although stone is hard and durable, stone is a porous material that can stain. Etched In Stone recommends that all natural stone be properly sealed and maintained. We have done this for you using Porous Plus solvent-based sealer from Miracle Sealants (if we were the installer of your stone). Porous Plus is the premier product for sealing natural stone, and when used with proper cleaning and maintenance products (outlined below), Porous Plus will protect and enhance the beauty of your stone. Another possible sealant option we may have used is Miracle 511 Seal and Enhance sealant. This is used on stone when you wish to enhance the color range and shading, typically natural slate and marble. Please note that your stone surfaces will require reapplication of Porous Plus or 511 Seal and Enhance sealer every 5-8 years to maintain the seal on your stone. These sealants are available for purchase at Etched in Stone, or you may choose to have our installers reapply this for you at a reasonable cost.

Once sealed, all stone should be cleaned with Mapei cleaning products.

Etched in Stone recommends regular cleaning with UltraCare Concentrated Tile & Grout Cleaner

diluted in water. UltraCare Concentrated Tile & Grout Cleaner is a pH balanced, non-toxic, neutral cleanser that will clean your natural stone without endangering the stone or the finish. Please note that prior to mopping or scrubbing a natural stone floor, it should first be vacuumed without the beater brush. A build-up of dirt, grit, or sand will etch and dull the finish of your stone over time.

Another safe option for the cleaning of stone surfaces is the use of a steam cleaner or steam mop. Steam allows you to disinfect without introducing any harsh chemicals to the cleaning process. Please note that epoxy & single-component grouts have a lower melting point and could possibly be damaged with large, commercial steam cleaners that heat to higher temperatures than residential steam cleaners.

Please avoid use of any cleaning products which contain bleach, ammonia, acids, or abrasives when cleaning natural stone. These can pit, fade, discolor, and otherwise damage natural stone. Stone can easily be damaged from many household cleaners and chemicals, so use caution when cleaning other areas of your home (ie. toilets, tubs, etc.) so that you do not accidentally come into contact with your stone surfaces.

**** All products in bold are available for purchase at Etched In Stone.**

PORCELAIN, CERAMIC, GLASS, & METAL TILE

Etched In Stone offers a wide range of manufactured tiles. These include porcelain and ceramic, as well as glass and metal tile options. Generally speaking, these tiles are not porous; therefore, they generally do not stain. There are some exceptions to this, which will be reviewed below. Due to the nonporous nature of these tiles, they have an easier maintenance routine than natural stone.

These types of tile generally require no sealant, though the grout may. Please consult the "Grout" section of this brochure for further information. Regular cleaning with Mapei UltraCare Concentrated Tile & Grout Cleaner diluted in water is our recommendation for your manufactured tile spaces. As with natural stone, please first vacuum the area, without the beater brush, to remove dirt, grit, and sand from your floor.

For problematic areas, we offer two "problem-solver" options- Mapei Ultracare Abrasive Surface Cleaner (an abrasive yet gentle option safe for most surfaces) and Mapei Ultracare Heavy-Duty Stone, Tile, & Grout Cleaner (an alkaline stripping cleaner). Our staff is happy to direct you to the proper problem-solver for your concern.

Some metal tile has a finish which will prevent or minimize oxidation from moisture and cleaners, while some metal is left natural to allow for patina and aging. Please discuss this in further detail with your Etched In Stone salesperson for specific information regarding the metal tile that you purchased.

Some glazed ceramic tiles (generally wall tiles) have a crackle-glazed finish. This product should be treated the same as natural stone. We will seal it at the time of installation, but you will need to reapply Miracle Porous Plus sealer in 5 to 8 years. Also, follow the daily cleaning guidelines from the "Natural Stone" section of this brochure. Do not use any standard household cleaners on crackle-glazed tile, as they could damage the finish.

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WET AREAS

In wet areas such as showers and tub surrounds, please use the following steps to avoid the possibility of mold and mildew growth in the pores of natural stone and grout.

- Always leave a way for steam to escape from your shower and/or tub. Leaving the shower door or curtain open after your shower will go a long way in reducing the chance of mold and mildew growth.

- Use your handheld shower wand (if you have one) to spray down all shower walls and surfaces, including the shower floor, just prior to exiting the shower. Soap scum build up is difficult to remove once it has dried, but will simply rinse away if you catch it right away. You may not know that soap scum is the primary food source for typical molds and mildews that develop in showers and tubs. If you remove the soap scum, you will dramatically decrease the likelihood of mold and mildew development.

- Get into the habit of having the last person who showers in the morning use a squeegee or towel to wipe down the shower or tub surround walls. Again, minimizing the amount of moisture left behind will greatly reduce the chances of mold and mildew growth.

- Always run your exhaust fan. If you have a fan with a timer, set it to run for a full hour after you have exited the bathroom. If your fan is not on a timer, just leave it running and make it a habit to simply shut it off as you leave your home for the day.

- For regular cleaning, please use Mapei UltraCare Concentrated Tile & Grout Cleaner. This product is pH neutral and safe for all of your tiles, mosaics, and accents that you may have in your shower or tub space.

- For problem areas, use a soft brush dipped into full strength UltraCare Concentrated Tile & Grout Cleaner. When using this product full strength, please rinse the area after scrubbing. If you find that you need a more aggressive option, Mapei Abrasive Surface Cleaner or Mapei Heavy-Duty Stone, Tile & Grout Cleaner may be used. Please discuss your particular issue with one of our staff to be sure that you are using the correct product for your tile type and problem.

You can apply these cleaners to the tile or grout (even unpolished natural stone is fine in most cases, but please confirm with our staff), agitate with a nylon brush or scrub pad, let sit for a period, then rinse fully. Repeat this, as needed. This option is a great choice for very stubborn problem areas, but not for daily cleaning.

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GROUT

Etched in Stone offers three different types of grout- Cementitious, Single-Component, and Epoxy-based.

Care and maintenance of grout will vary dependent on the type of grout used.

CEMENTITIOUS GROUT (Cement-Based)

Sealing: The first step in maintenance is sealing the grout. Grout joints should be treated with a penetrating sealer approximately 48 hours after installation. Cement-based grout is porous and sealing it at this time will simplify maintenance for the future. We have done this sealing for you using a penetrating solvent-based sealer called Miracle Porous Plus. However, Etched in Stone recommends that a solvent-based sealer be reapplied to your grout (and natural stone tile) every 5-8 years for maximum stain protection. Please note that this sealant does not completely protect cementitious grout from staining and discoloration. This type of grout will naturally darken over time. This is an inherent quality of cement-based grout. (If you select a water-based sealer instead, please note that it would need to be reapplied every year to keep it properly maintained.)

Routine Maintenance:

- Always begin by vacuuming floors without the beater brush to remove loose debris.
- Immediately wipe up any spills and messes.
- Use pH balanced cleaners and soapless detergents for daily cleaning. We recommend Mapei UltraCare Concentrated Tile & Grout Cleaner for grout installed with any type of tile or stone.
- Agitate grout joints with a soft bristle brush to loosen debris. Thoroughly rinse and dry.
- It is very important that you do NOT use acidic cleaners, or any ammonia or bleach-based products, for routine maintenance as they can discolor and erode the grout, as well as strip off the sealant.
- Do NOT use harsh cleaning aids like steel wool pads or scouring pads

containing metal.

- Another wonderful option for cleaning cementitious grout, as well as any type of tile or stone, is steam cleaning. A steam cleaner requires no cleaning product at all, simply water.

Heavy Duty Cleaning: Please call Etched in Stone and our sales personnel will be happy to make recommendations for your specific needs. We may suggest Mapei UltraCare Abrasive Surface Cleaner or UltraCare Heavy-Duty Stone, Tile & Grout Cleaner, depending on your tile material and cleaning needs.

SINGLE-COMPONENT GROUT

Single-component ready-to-use grouts, such as Mapei FlexColor CQ and Bostik TruColor (among others) are nonporous, highly cleanable grouts. Their nonporous composition helps to prevent water-based stains by providing water repellency to the grout surface. These grouts are also inherently mold and mildew resistant and offer many of the positive attributes of epoxy grout, but at a much lower cost. For general cleaning, follow the above steps for Cementitious grout. However, due to its nonporous nature, this type of grout never requires a sealant at any point. Please use caution when cleaning single component grout with a steam cleaner. Repeated exposure to extremely high temperatures can cause issues with single component grout, which has a low melting point. Most residential steamers are suitable; however, commercial steamers may reach extreme temperatures, which could melt the grout.

EPOXY GROUT

Epoxy grout is a high performance grout that offers uniformity, durability, and stain resistance without any type of sealant.

Routine Maintenance:

Although epoxy grout is stain resistant and contains Microban to reduce mold & mildew stains, it is not self-cleaning. Etched in Stone recommends routine cleaning on a weekly basis, using the cleaning product specified for your material type, such as Mapei UltraCare Concentrated Tile & Grout Cleaner.

Unlike cement-based grout, a bleaching cleaner, such as Soft Scrub, Comet, Ajax, or Oxy-Clean, is a safe option for periodic heavy duty cleaning. Please use caution when cleaning epoxy grout with a steam cleaner. Repeated exposure to extremely high temperatures can cause issues with epoxy, which has a low melting point. Most residential steamers are suitable; however, commercial steamers may reach extreme temperatures, which could melt the epoxy.

***CAUTION:** Use care with bleach-based products in a shower/tub surround installed by Etched In Stone as we use a more durable silicone caulk in corner joints, which will erode if bleach comes into contact with it regularly. Also, always be aware of your material type when selecting your cleaning product. Natural stone & metal will discolor and/or pit if bleach or ammonia are used.

**** All products in bold are available for purchase at Etched In Stone.**

HARDWOOD AND CORK

Etched in Stone carries pre-finished hardwood (polyurethane & oil finished) and cork. These materials are natural products with inherent variation from one piece to the next. Every species has its own characteristic beauty as well as hardness rating. All hardwood and cork is susceptible to scratching and requires more diligent care versus other types of hard surface flooring.

Maintained properly, hardwood flooring lasts for years on end. We recommend treating all types of polyurethane-finished hardwood and cork the same with respect to care & maintenance.

Please adhere to the following guidelines when caring for your polyurethane-finished hardwood or cork floor. Oil-finished hardwood information is listed in a separate section below.

WHAT TO DO (polyurethane-finished hardwood & cork)

- Remove spills and/or spots immediately by wiping up with a damp rag or Bona Hardwood Floor Cleaner.
- Vacuum or sweep flooring regularly. General cleaning should be done once every week. Don't let sand, grit, or dirt build up. When vacuuming, please turn off the beater brush on your vacuum, or make sure that the vacuum has a very soft bristle brush which will not scratch the floor.
- Clean the wood flooring weekly using Bona Hardwood Floor Cleaner.
- Place mats at exterior doors to minimize the dirt, grit, and moisture that sits on the wood. Please note that it is imperative that you vacuum beneath these mats regularly, as the grit build-up coupled with the traffic on the mat, will act as sandpaper and dull the finish of the floor beneath the mat.
- The use of boot trays to catch moisture and melting snow at entries is strongly recommended.
- In areas of high traffic, use area rugs to keep wear to a minimum.
- Move the rugs occasionally to maintain an even color to your floor.
- Be sure to use rugs with a SOFT mesh backing or grid pattern, which allows the floor to breathe and has been approved for hardwood floors. Please avoid any rug backing or pads that contain latex, as this can chemically react with the hardwood floor finish, causing discoloration. Also avoid any rugs with a stiff or scratchy backing, as this will abrade

the finish on the hardwood.

- Use protective pads or caps, such as Woodwise Tap-In Floor Pads, on “feet” of furniture.
- Use a humidifier throughout the winter months and a dehumidifier throughout the summer months to maintain optimum humidity levels. This will help to keep wood movement and shrinkage to a minimum. Optimum humidity levels: Solid Hardwood: 35-55%, Engineered Hardwood: 35-65%, Cork 50%.

WHAT NOT TO DO

- Do NOT use steam cleaners and steam mops on hardwood or cork flooring. Many steam mop manufacturers claim that this is safe, however, NO hardwood floor manufacturer will stand by their warranty if this cleaning technique is used. Steam introduces moisture to the floor, which can cause swelling of the wood.
- Don't let sand or dirt build up. They can act like sandpaper and actually abrade and dull your floor finish.
- Don't damp or wet mop hardwood flooring. Too much water can cause the floor to swell.
- Don't walk on your floor in high heels.
- Don't use wax, oil soap, or other household cleaners on polyurethane finished wood floors. They can dull today's floor finishes and make refinishing difficult.
- Don't slide heavy furniture or appliances across the wood floor. It is best to pick up the furniture completely to protect the floor.

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HARDWOOD FLOORS (oil-finished)

Oil-finished hardwood floors can have a very different appearance from traditional UV finished or polyurethane-finished hardwood floors. Over time, as applications of oil and regular maintenance occur, the floors will tend to look better, developing a rich patina. Oiled floors are easy to maintain and will look great for a lifetime when maintained properly. Restoration and care of an oiled floor is very economical in comparison to other wood floors.

-Oil-finished hardwood should be maintained in a different manner than polyurethane-finished flooring. Though there are commonalities, such as vacuuming regularly, using mats & boot trays at exterior doors, and protecting furniture feet to avoid scratching, the actual cleaning products and processes are different.

-Oil-finished floors should ONLY be cleaned with the proprietary soap product approved by the hardwood manufacturer. NEVER use Murphy's Oil Soap or other such products on an oil-finished floor. We will provide you with the proper cleaning products at the time of your flooring installation. When you need to acquire more, simply let us know and we will order the appropriate products for you, as needed.

-All oil-finished hardwood should be vacuumed weekly with the beater brush disengaged, then periodically cleaned with the appropriate soap, following the manufacturer's directions.

-For areas where you see wear, the appropriate refinishing oil should be applied, as per the manufacturer's instructions. All oil-finished floors should also have the appropriate refinishing oil applied annually. Though this may sound intimidating, this process can be broken up into smaller areas and be completed at varying times, making this process quite easy and manageable, unlike traditional refinishing of a polyurethane floor, which requires emptying the entire area, special equipment and long "down-times."

-We will supply you with your specific hardwood manufacturer's maintenance information, along with this brochure, but please know that you can always call us here at Etched In Stone for further assistance with any maintenance-related concern!

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LUXURY VINYL TILE (LVT)

LVT is quickly becoming a popular choice in residential settings. This durable, low maintenance flooring option can have beautiful visuals of hardwood, stone, and more.

With proper care, this floor will remain beautiful for years to come.

WHAT TO DO

- Regularly vacuum your LVT flooring to remove dirt, grit, and other loose debris.
- Lightly mist the laminate floor with Bona Tile & Laminate Cleaner, then mop with a microfiber mop.
- For spills and spots, quickly wipe up with a clean rag to avoid moisture penetrating between planks.
- Scuffs can be removed using a nylon scuffing pad, a doodlebug, or a tennis ball. Goo Gone used moderately on a cloth works very well on heel marks.
- Floor protectors in nylon or felt, such as Woodwise Tap-In Floor pads, should be used on chairs and table feet. Use furniture cups under heavy items or appliances to prevent indentation.
- Tar and asphalt have high staining properties, which will cause yellowing, especially in traffic areas. If tar or asphalt is tracked onto tiles or planks, it should be removed immediately with mineral spirits or denatured alcohol. The longer the stain is allowed to remain on floor, the greater the risk of a permanent stain.
- Grease and oils from cooking should be removed daily. Oil absorbs dirt and allows it to be ground into the tile or plank.

WHAT NOT TO DO

- Do not drag heavy objects, furniture, or appliances across LVT flooring. This could cause scratching or gouging. Always lift furniture and appliances when moving them.
- Do not use bleach-based products on LVT floors.
- Never use harsh or abrasive cleaners, steel wool, or soap-based detergents on LVT flooring.
- Avoid build-up of dirt and grit underneath area rugs and mats, as this can abrade

the finish of the floor.

- Water with high mineral and iron content will also cause yellowing. Do not allow water to stand on floors. This type of staining is typically found near toilets, sinks, and laundry areas due to the potential of standing water.

- Carpet or mats with rubber or latex backs should not be placed on vinyl floors because of the chemical reaction that takes place, causing the flooring to yellow. Dye transfer from rugs or carpet can also be a problem.

****All products listed in bold are available for purchase at Etched in Stone.**