

## Exterior Tiles Maintenance Guide and Schedule

---

Installation of the Outdure Exterior Tiles must be in adherence with Local Building Code, National Standards, Statutory Regulations, Local Authority requirements and Outdure's Installation Guide, and must allow for sufficient drainage and/or airflow.

Outdure's Exterior Tiles are maintained on a low maintenance basis. We recommend you clean and manually wash your Outdure Exterior Tiles every six (6) months even if they appear clean to ensure that you receive the full benefit of your Warranty.

**DIRT AND DEBRIS:** Surface debris should be removed by hand and where required sprayed off with a hose. Use warm soapy water and a soft non-metal scrub brush to remove dirt and debris.

**PRESSURE CLEANING:** Using a pressure washer with a wide fan tip is applicable, but only at pressures under 1,500 psi and at a distance of a minimum of 25 cm above the tiles. Exercise extreme caution when using a pressure washer as your tiles may be damaged. Failure to remove debris from gaps may result in the formation of staining, mould, and mildew.

**OIL/GREASE/FOOD:** All oil, grease and food spills must be removed promptly to maintain your Warranty. Any spillage of tea, coffee, paint, permanent marker, hair dye and the like on tiles, must be cleaned off immediately, to prevent severe staining. It is possible that these substances may leave a light mark or slight discoloration on the tiles if not cleaned off immediately. It is not advisable to use hydrofluoric acid solutions, or its compound, for cleaning the tiles. To clean use warm soapy water and a soft non-metal scrub brush. Grease and oil may require an all-purpose, non-aggressive household cleaner / degreaser if warm soapy water and a soft non-metal scrub brush do not work. Rinse thoroughly.

**STUBBORN MARKS AND STAINS:** Wipe off dust from the surface of the tiles. Depending on the type of tiles and stain, use diluted commercial degreasing agent. Spread the solution over the affected surface and leave for approximately 3-5 minutes to allow a cleaning reaction. It is recommended to firstly try the product on a less-visible section of the area and examine the result before proceeding to use it on the whole area. Rub the solution over the affected surface with the use of a cotton cloth or sponge; use a scouring pad, if the marks persist. For larger areas, an electric floor polisher is recommended. Rinse with water and wipe with a dry cotton cloth, towel or mop. Repeat steps if necessary. Allow the cleaned area to dry before walking on it.

**STATIC:** Use-based friction or static electricity can build up on the tiles due to high temperatures and / or low humidity. Outdure Exterior Tiles is a material that cannot lose the electricity naturally to the environment, therefore, we recommend to spray the tiles with a hose to easily get rid of friction or static electricity.

**IRREGULAR HEAT SOURCES / FIRE:** Outdure Exterior Tiles have the tendency to retain heat whenever presented directly or indirectly to it. Irregular heat sources such as, but not limited to, braziers, re pits, replaces, barbecue grills and re may damage the surface of the Tiles. Proper caution should be taken with irregular heat sources and re to ensure no damage occurs to the Tiles.

**ICE AND SNOW:** Use calcium chloride or rock salt to melt the snow and ice. Buildup of calcium chloride and rock salt may occur leaving a white residue, which can be easily removed with warm soapy water and a soft non-metal scrub brush. Never use a metal shovel to remove ice or snow from a your tiles.

**MOULD AND MILDEW:** Mould and mildew occurs periodically in everyday environments due to the amount of heat and moisture present in your region. Outdure Exterior Tiles is not a food source for mould; surface mould and mildew can appear on the tiles if decaying organic material such as, but are not limited to, wood, leaf decay, and pollen are present along with elevated temperatures, air, and water. There is no way to completely eliminate mould and mildew, therefore, we can only minimize the occurrence by removing these decaying organic materials as quickly as possible. If mould and mildew are present use warm soapy water and a soft non-metal scrub brush to clean. Note: If the gaps between tiles are too small, clogged or non-existent, then moisture cannot dry.

**MASONRY CONSTRUCTION:** During masonry construction the tiles must be covered at all times, preferably with a sheet of tarp or construction grade plastic Im. Mineral deposits, left over from construction, can mix with water and evaporate leaving deposits behind which creates a white/haze on the Tile surface. To prevent this problem, when possible, ensure that masonry/cement construction is set properly before ever installing the Tile material. If mineral deposits are left on the Tile surface, regular maintenance is required in order to maintain the original look of the tiles. Builders chalk lines can be difficult to remove, scrubbing the area with hot soapy water may dislodge some of the chalk.

**SCUFFS, ABRASIONS AND RUST STAINS:** Outdure Exterior Tiles are designed for durability, however if furniture or other items are dragged over any surface it will potentially leave marking. Depending on the surface nish your Tile product has, rust stains can be removed by light brushing. The surface nish you achieve is entirely up to the technique and pressure you use. Please test your brushing technique on a scrap piece of decking before trying to resurface any other area of your deck.

**MINERAL DEPOSITS:** Mineral deposits appear on the Tile surface when regular cleaning of your deck does not occur. These deposits appear because of rain mixing with runoff from roofs, soil/dirt, pathways, etc. When evaporated on the deck it creates a haze that can be washed away if seen within a certain time period. If over time this haze is not cleaned it can build up and create layers that are more difficult to clean.

### Maintenance Tips

Please note these tips are exclusive to Outdure Exterior Tiles. It is not recommended to use any bleach products to clean tiles as it can cause slight fading. For persistent stains such as berries and red wine test the cleaning technique before treating an area in the middle of your tile surface.

We recommend using household laundry detergent or commercial degreasing product as a cleaner to wash off the mineral deposits.

#### Option 1: Household Laundry Detergent

1. Sprinkle the detergent sparingly onto the tiles.
2. Then pour water over the detergent and rub it into the tiles.
3. Allow it to sit for at least 5 minutes.
4. After allowing the detergent/water sit for 5 minutes begin scrubbing with a rigid brush or broom.
5. After scrubbing for 1-2 minutes rinse the area with water and dry with a cotton cloth, mop or towel.

#### Option 2: Electric floor polishing machine

1. Wipe off dust from the surface of the tiles. □
2. Dilute 100 ml of commercial degreasing agent to 5L of clean water.
3. Pour the solution into the tank, start the machine and clean the area.
4. Allow the cleaned area to dry before walking on it.

Notes: Outdure accepts no liability for any damage to the tiles as a result of using an electric floor polishing machines.

