



# VIVIDCOZY

## Wood-Look Porcelain Tile Maintenance Manual

Version 2025 | For Residential & Commercial Use

**Legal Note:** This guide is for general reference only and does not replace manufacturer installation manuals or product-specific care instructions.

VividCozy wood-look porcelain tiles combine the timeless appeal of natural wood with the superior performance of glazed porcelain. Unlike hardwood, they are waterproof, scratch-resistant, and designed to thrive in kitchens, bathrooms, outdoor balconies, and heavy-traffic indoor areas. This guide provides comprehensive care practices to maintain tile integrity and appearance for decades to come.

While VividCozy wood-look tiles are glazed and non-porous (water absorption  $\leq 0.5\%$ ), grout lines are porous and require regular sealing to prevent moisture infiltration. This is critical in bathrooms and outdoor areas.

**Installation Impact on Maintenance:** Proper subfloor preparation (flatness  $\leq 3\text{mm}/10\text{ft}$ ) and expansion gap maintenance ( $\frac{1}{4}"$ ) are critical. Poor installation may cause edge lifting or water infiltration, increasing long-term maintenance needs. Always reference TCNA guidelines for installation."

With proper maintenance, VividCozy wood-look tiles last 25+ years in residential use and 15+ years in commercial settings."

### Initial Post-Installation Cleaning

After installation, allow the tile setting materials (thinset, grout) to fully cure for at least 24–48 hours before performing the first cleaning. Use a soft microfiber mop with warm

water and a pH-neutral cleaner. Avoid acidic or abrasive cleaners, as fresh grout is vulnerable to etching and haze.

Ensure adequate ventilation during this period. If grout haze remains, use a grout haze remover specifically designed for porcelain tiles (e.g., Aqua Mix® Cement Grout Haze Remover).

## Daily Cleaning & Routine Care

When selecting cleaning tools, avoid metal-bristled brushes or abrasive pads, as they can scratch the glaze. Opt for stiff plastic brushes or white nylon pads (e.g., 3M 5100) for textured tiles.

For matte-finish tiles, avoid melamine foam (Magic Eraser) on heavy stains. Instead, use a soft brush with pH-neutral cleaner to prevent micro-scratches.

- Frequency: Light cleaning should be performed daily or every 2–3 days.
- Dry Dusting: Use a soft-bristle broom or dry microfiber mop to sweep loose particles.
- Vacuuming: Use a vacuum without a rotating brush (e.g., Dyson V11 Animal, Shark Navigator) to avoid scratching glaze.
- Damp Mopping: Use a well-wrung microfiber mop. Avoid standing water or wet puddles.
- Cleaning Solution: Choose a pH-neutral cleaner (e.g., Bona Stone, Tile & Laminate Cleaner). Mix per bottle instructions.
- Technique: Mop along the tile grain (wood direction). Rinse mop in clean water every 5–10 sq.ft.
- Drying: Use a soft towel to dry surface immediately and prevent streaking.

Sanitize mops and brushes monthly with a 1:10 bleach-water solution to prevent bacteria growth, especially in kitchens and bathrooms.

## Weekly & Deep Cleaning

- Schedule: Once per week in high-traffic areas; every 2–3 weeks elsewhere.
- Step-by-step:
  1. Dry clean first (sweep/vacuum).
  2. Apply neutral cleaner solution over surface evenly.

3. Use soft nylon scrub pad (white or blue) on matte or textured surfaces.
  4. Rinse with clean water.
  5. Wipe dry with microfiber cloth.
- Important: Avoid over-scrubbing glossy tiles. For heavily soiled grout lines, use a soft grout brush only.
  - Polished vs. Matte Finish Tiles

– **Polished Tiles:** Avoid using abrasive pads or acidic cleaners. Use a microfiber mop and soft cloths only. May require more frequent cleaning to remove smudges.

– **Matte/Structured Tiles:** Use soft brushes to dislodge fine dust or dry mud from textured surfaces. Rinse well to avoid detergent film buildup.

## **Stain & Spill Treatment**

Act within 5 minutes for fresh spills to prevent deep penetration. Old stains may require 2–3 applications of enzyme cleaners.

Type	Cleaner	Method
Oil / Grease	Mild alkaline degreaser or baking soda paste	Sit for 5 mins, scrub gently
Tea / Wine	1:1 Vinegar & water	Apply, wait 2–3 min, wipe
Coffee	Baking soda paste	Scrub with soft brush
Ink / Marker	Isopropyl alcohol (70%)	Blot, do not rub
Food stains	Enzyme cleaner	Spot treat
Rust / Iron marks	Oxalic acid-based remover	Apply, rinse thoroughly
Paint (dry)	Commercial tile-safe paint remover	Gently peel or scrape

Pet Urine (Old Stains):

- Blot area with paper towels.
- Apply a 1:3 solution of hydrogen peroxide and water.
- Cover with plastic wrap for 24 hours to prevent reabsorption.

**Always test any cleaning solution in a hidden corner before full use.**

Before using any new cleaner or sealer:

- Test on a hidden tile (e.g., under furniture).
- Wait 24 hours to check for discoloration, etching, or sticky residue.
- Proceed only if no negative reaction occurs.

**To neutralize odors:** Sprinkle baking soda on the area after cleaning. • For persistent smells, use activated charcoal mats under pet bowls.

## Grout Cleaning & Mildew Prevention

For cementitious grout, apply a pre-sealer or grout release before grouting to simplify future cleaning. This prevents grout haze and reduces mold absorption

- Grout type: Cementitious grout requires sealing; epoxy grout does not.
- Cleaning:
  - Brush with diluted neutral cleaner weekly.
  - For discolored grout, use oxygen bleach cleaner.
- Sealing:
  - Use penetrating grout sealer every 6–12 months (e.g., Miracle 511).
- Mold treatment:
  - For bathrooms, use anti-mold spray every 2–4 weeks. Wipe dry corners.
  - Improve ventilation with exhaust fans or dehumidifiers.

### Identify grout type:

- Cementitious grout: Porous, light-colored, requires sealing (e.g., gray sanded grout).
- Epoxy grout: Non-porous, glossy, the same color as tiles (no sealing needed).
- Eco-friendly option: Water-based grout sealers (e.g., Miracle 511 Water-Based) emit <50g/L VOCs and are biodegradable.

### Recommended Grout Types:

- Cementitious Grout (Sanded/Unsanded): Requires sealing; best for dry indoor use.
- Epoxy Grout: Stain-resistant and waterproof; ideal for kitchens and bathrooms.
- Urethane Grout (e.g., Bostik TruColor): Flexible, pre-mixed, and doesn't require sealing; suitable for most residential applications.
- Always match grout type to use-case and traffic level. For darker tiles, select a mid-tone grout to reduce contrast in case of joint discoloration.

## Protection & Preventive Measures

- Furniture: Apply felt pads under all legs and recheck quarterly.

- Heavy Items: Place plywood beneath appliances when moving. Avoid tile edge loading.
- Pets:
  - Trim nails monthly.
  - Clean urine/soil immediately with pet enzyme cleaner.
- Entry Zones:
  - Use double matting (outside and inside entry doors).
  - Use shoe trays or racks in wet weather.
- Rugs:
  - Avoid rubber-backed or latex mats; use breathable rug pads.
- Sliding doors/windows: Apply protective film or keep curtains drawn during peak sun hours.
- For multi-pet households:
  - Use PetFusion non-PVC feeding mats (proven to reduce chemical reactions by 80%).
  - Install carpet runners in pet play zones to absorb 95% of impact scratches.
- Play Areas:
  - Use EVA foam mats with non-PVC backing to absorb impact from toys.
  - Wipe up marker stains immediately with 70% isopropyl alcohol.
- For wheelchair users:
  - Use wide casters ( $\geq 3$ " diameter) to distribute weight.
  - Inspect tiles quarterly for compression cracks under frequently traveled paths.
- For visually impaired users:
  - Use high-contrast grout colors for tile edges.
  - Install tactile warning strips at stair edges (compatible with tile surfaces).
- For homes with toddlers and children:
  - Use non-slip EVA foam mats in play areas to cushion impacts.
  - Clean food and drink spills promptly to prevent slipping.
  - Avoid wax-based polish or slippery cleaners.
  - Place corner guards on low furniture to reduce collision risk with hard surfaces.
  - Consider using soft-close drawers or cabinet locks to prevent tile chipping from falling objects.
- Furniture Moving Precautions
  - Before moving large furniture or appliances across tile flooring:
  - Place masonite boards or thick cardboard underneath.
  - Use soft felt sliders or rubber-backed sliders, avoiding hard plastic ones.
  - Never drag heavy objects directly, especially across narrow grout lines.

## Tile Edge & Corner Protection:

For exposed tile edges, especially around countertops, backsplashes, or wall-mounted applications, consider using protective edge trims such as Schluter® profiles or metal tile edging. These help prevent chipping, cracking, or long-term wear on exposed corners, enhancing both durability and aesthetics.

## Area-Specific Maintenance

- Kitchen:
  - Clean cooking spills immediately.
  - Degrease tile weekly near stove.
  - Avoid oil splash buildup near fryer zones.
- Bathroom:
  - Squeegee or towel-dry walls and floors after showers.
  - Use vinegar-alternative scale remover monthly.
  - Monitor grout lines for black mold.
- Balcony/Outdoor:
  - Sweep weekly.
  - Ensure drain flow.
  - Seal exposed grout lines.
  - Do not place flower pots directly on tile (use stands).
- Living Room / High Traffic Areas:
  - Rotate rugs and furniture every 3–6 months.
  - Maintain blinds to reduce UV bleaching.
- For retail or office spaces:
  - Increase deep cleaning to biweekly with Tennant T38OAM buffer (175 RPM).
  - Use entrance matting with scraper strips to trap 90% of debris.
  - Inspect high-traffic zones (entrances, checkout areas) monthly for wear layer thinning
- For outdoor porcelain tiles exposed to pool chemicals or saltwater:
  - Rinse monthly with fresh water to neutralize chlorides.
  - Use a pH-neutral cleaner with anti-etch properties (e.g., Laticrete Revitalizer) to remove mineral deposits.
- In commercial kitchens or food areas:
  - Clean grout weekly with Laticrete KlenzAll™ to remove grease buildup.
  - Inspect for tile cracks monthly using a moisture meter.

- For commercial spaces, ensure tiles meet ASTM C1028 slip resistance standards (coefficient of friction  $\geq 0.42$ ). Test annually with a slip meter.
- Maintain a Stain Log:
  - Record spill type, cleaning method, and results for recurring issues.
  - Share with cleaning staff to optimize protocols (e.g., red wine spills require immediate alcohol treatment).
- Near stoves or ovens:
  - Use heat-resistant mats (e.g., silicone-backed) to protect against hot cookware spills.
  - Wipe up grease splatters within 1 hour to prevent carbonization.
- For regional holidays (e.g., Thanksgiving, BBQ season):
  - Pre-clean outdoor tiles with a pressure washer ( $\leq 1500$  PSI) to remove grill grease and debris.
  - Use fire pit mats to prevent ash and embers from damaging tiles.

## Slip Resistance Standards (DCOF)

To ensure flooring safety in commercial or wet areas, all porcelain tiles should meet the ANSI A326.3 standard with a minimum Dynamic Coefficient of Friction (DCOF) of 0.42. This updated testing replaces the older ASTM C1028 method and more accurately reflects real-world slip resistance under both dry and wet conditions. Always check tile specifications if safety ratings are a concern.

## Handling Damage: Scratches, Cracks & Replacements

Store microfiber mops and brushes in dry, ventilated areas to prevent mold growth. Replace pads every 3–6 months for optimal performance.

- Minor Scratches:
  - Buff using melamine foam (Magic Eraser) or toothpaste.
  - Apply tile color-matching touch-up pen for fine lines.
- Chips:
  - Fill with epoxy filler, match color, level with blade, sand lightly.
- Cracks / Broken tiles:
  - Remove grout around tile.
  - Break tile inward from center using chisel.
  - Clean old adhesive.



- Apply thinset mortar, install new tile.
- Wait 24–48 hours, regrout.

### **Cut Edge Protection:**

During partial repairs or when trimming tiles, exposed cut edges should be sealed with a clear penetrating sealer to prevent water ingress. Use silicone caulk at perimeters where cut tiles meet wet areas like tubs or balconies.

For matte tiles losing luster:

- Apply a matte-finish tile enhancer (e.g., StoneTech Enhance & Seal) annually. • Avoid polish designed for glossy tiles – it will create a cloudy film.

### **Small Repair Tips for DIY Users**

- Minor Chips: Use tile repair epoxy (e.g., MagicEzy) tinted to match tile color.
- Light Scratches: Apply porcelain polish or white toothpaste with a soft cloth, buff gently.
- Missing Grout: Use pre-mixed grout tubes for touch-up (available at Lowe's or Home Depot).
- Cracked Tile: Isolate and replace using a chisel and adhesive kit — refer to our video guide online.

### **Batch Color Variation Notice:**

⚠ Note: Like all porcelain tiles, slight color variation may occur between different production batches. To avoid noticeable shade differences during repairs or future expansions, always keep at least one extra box from your original installation batch. This ensures proper color matching and a seamless appearance.

## **Seasonal, Climate, and Sunlight Considerations**

Use a digital hygrometer (e.g., AcuRite 00613) to monitor indoor RH levels. Maintain 40–60% for optimal tile performance.

- Cold regions:
  - Avoid installing tile where water may freeze on surface.

- Ensure subfloor is properly insulated.
- Humidity:
  - Maintain RH at 40–60% to avoid mold in joints.
- Sunlight:
  - Direct prolonged exposure may fade matte wood-look print.
  - UV-resistant curtains or film can help.
- Coastal Regions:
  - Rinse tiles biweekly with fresh water to remove salt deposits.
  - Use a tile-safe rust remover (e.g., Iron Out) on metal furniture stains caused by sea air.
- In hard water areas (mineral content >100ppm):
  - Use a water softener for mopping.
  - Monthly: Apply a descaling agent (e.g., CLR Calcium, Lime & Rust Remover) to prevent scale buildup.
- Hurricane/Tornado Prep:
  - Secure outdoor furniture to prevent tile impacts. After storms, inspect for grout displacement caused by debris.
- Direct Sunlight & Heat Exposure
  - Avoid placing hot pans or heated appliances (e.g., air fryers) directly on the tile surface, especially near kitchen counters with partial tile overlay. Use heat-resistant trivets or silicone pads.
  - For areas exposed to strong sunlight, consider installing UV-protective film or blinds to prevent gradual color fading. Matte-printed designs may lighten over 5–10 years of direct UV exposure.
- Radiant Heat Systems: Wood-look porcelain tiles are compatible with radiant floor heating. To ensure longevity:
  - Increase temperature gradually by 5°F per day when turning on the system after a cold season.
  - Never exceed a surface temperature of 85°F (29°C).
  - Ensure grout and adhesive used are heat-compatible.
- High-Heat Zone Guidelines: While porcelain tiles are heat-resistant, they should not be directly exposed to continuous or extreme heat sources. Avoid placing tiles immediately under gas ranges, industrial ovens, or infrared heating panels without appropriate heat barriers. Use insulating mats or tempered glass panels in high-heat areas to prevent thermal shock or surface discoloration.

Region	Seasonal Care Tips
Southwest (Dry)	Summer: Increase humidifier use (RH ≥40%) to prevent static cracks. Winter: Avoid sudden temperature changes.
Gulf Coast (Humid)	Monthly grout mold checks; use dehumidifiers year-round (RH ≤55%).
Northeast (Cold)	Winter: Use calcium chloride for deicing; inspect for freeze-thaw damage in spring.

Avoid deicers containing magnesium chloride – they may etch tile surfaces. Opt for calcium chloride or sand instead.

## Monthly Inspection & Long-Term Recommendations

- Perform monthly visual walk-through:
  - Check for grout cracking.
  - Test for hollow sound under tile (tap test).
  - Look for lifting edges.
  - Clean hard water build-up.
- Reseal grout yearly in wet or high-use areas.
- Store 5–10 extra tiles per pattern for emergencies.
- Create a maintenance log:
  - Quarterly: Test grout sealant effectiveness with a water bead test (bead should bead up, not absorb).
  - Annually: Hire a professional for a full surface inspection and deep grout cleaning.
- Hollow Sound Check: Periodically tap tiles with a rubber mallet or closed fist to identify hollow-sounding spots, which may indicate loss of bond. If found:
  - Avoid placing heavy furniture on affected areas.
  - Rebond using tile adhesive injection method or reinstallation.
  - Report within warranty period for possible replacement.

- For renters:• Avoid permanent sealants – use removable rug pads instead.• Document pre-existing damage with photos to avoid deposit disputes.

### **Commercial Use Notes:**

- In commercial environments such as rental units, showrooms, or retail spaces:
- Clean high-traffic areas daily using auto-scrubbers with soft pads.
- Use commercial-grade sealers for grout joints, reapply every 6–12 months.
- Select darker-colored matte finishes to minimize visual wear.

## **Prohibited Products & Safety**

Acidic cleaners (e.g., vinegar, lemon juice) can etch matte finishes and discolor grout. Even diluted, they degrade the protective glaze over time.

- **Do NOT use:**
  - Steel wool, abrasive pads, or metal scrapers
  - Bleach or ammonia cleaners
  - Acidic agents (vinegar, lemon)
  - Wax or polish
  - Steam mops (may loosen grout)

**Watch Out for Hidden Chemical Risks:**The following everyday substances can cause tile discoloration or erosion over time:

- Hair dye and bleach-based hair products
- Air fresheners or essential oil diffusers placed directly on tile
- Spray lubricants (WD-40), automotive fluids
- Colored disinfecting wipes with alcohol + dyes (e.g., Clorox®)

If contact occurs, rinse area immediately with clean water and dry with a microfiber cloth.

**⚠ Always ventilate when using any chemical cleaner. Wear gloves and avoid direct inhalation.**

VividCozy tiles are CA Prop 65 compliant, containing  $\leq 10$ ppm lead and zero phthalates. All cleaners recommended are low-VOC ( $\leq 50$ g/L)

Landlords: Provide tenants with a digital copy of this guide to avoid damage disputes. Per California Civil Code §1940.5, tenants are liable for improper maintenance.

## Frequently Asked Questions (FAQ)

Q: Do VividCozy wood-look tiles need sealing?

A: The tile surface does not. However, grout joints need to be sealed every 6–12 months.

Q: Are these tiles suitable for homes with pets and kids?

A: Absolutely. They're resistant to scratches, moisture, and easy to clean.

Q: What if my tiles get sticky after cleaning?

A: Likely residue from soap-based cleaners. Use neutral cleaner and rinse thoroughly.

Q: Can I use regular floor wax?

A: No. Porcelain tile does not absorb wax and it will create dull build-up.

Q: How to check for cleaner residue?

A: Spray water on the tile; if it beads up, residue is present. Rinse with clean water and dry thoroughly.

## Recommended Tools & Product Brands

Product brands listed below are suggestions only and do not constitute an endorsement. Always follow your local supplier's recommendations.

Purpose	Brand	Notes
Neutral Cleaner	Bona Stone, Tile & Laminate	pH 7–9 only
Degreaser	Zep Heavy-Duty / Mr. Muscle	For kitchens
Mold Control	Concrobium / Mold Armor	For bathrooms
Grout Sealer	Miracle 511 Impregnator	6–12 month cycle
Mop	O-Cedar / Bona Microfiber	Flat head preferred
Scrub Pad	3M White/Blue	For textured tiles
Vacuum	Dyson V11 / Shark Pet Pro	Brush-free head
Repair Kit	Rust-Oleum Tile Touch-up / Amazon	Color-match needed
Plant-Based Cleaner	Method Squirt + Mop	EPA Safer Choice
Recycled Microfiber Mop	O-Cedar EasyWring	Global Recycle Standard
Daily Pet Hair	Shark Pet Pro with HEPA Filter	Captures 99.97% of allergens

Grout Mildew Removal	Concrobium Mold Control	Non-toxic, kills mold in 24 hours
Heavy-Duty Scratches	Rust-Oleum Tile Repair Kit	16-color matching system for precise repairs
Eco-Friendly Cleaner	Laticrete Revitalizer 2-in-1	Biodegradable, low VOC
General Cleaning	Babyganics Floor Cleaner	USDA Biobased

Sustainability: "End-of-life recycling:• Check local recycling centers for ceramic tile programs (e.g., TerraCycle’s Tile Recycling).• Never dispose of tiles in regular landfills – 95% are recyclable.

## Appendix A: Emergency Stain Kit Checklist:

- 🧴 pH-neutral cleaner
- 🧻 Microfiber cloths (white, non-abrasive)
- 🍷 Baking soda (for odors)
- 🧴 Isopropyl alcohol (70%)
- 🛠 Plastic scraper (for dried spills)

### Keep these items on hand for common accidents:

- – pH-neutral floor cleaner (concentrate)
- – White microfiber cloths
- – Baking soda (for odor absorption)
- – 70% Isopropyl alcohol (for ink/marker)
- – Plastic scraper (for dried paint)
- – Toothbrush or grout brush



- – Touch-up color pen (if applicable)
- – Disposable gloves

## **Appendix B: U.S. Climate-Based Care**

- Southeast (FL, GA, LA): High humidity — use dehumidifier, frequent ventilation, prevent mildew in grout.
- Northeast (NY, MA, PA): Winter salt — place entryway mats, clean with vinegar-alternative neutralizers.
- Southwest (AZ, NV, NM): Intense UV and dust — use blinds and regular dry mopping to prevent grit scratching.
- Pacific Northwest (WA, OR): Mold-prone — seal grout more frequently, dry wet areas after shower use.

## **Disclaimer Addition:**

**Always follow local building codes and consult licensed professionals for installation and repair involving structural subfloors, radiant heating, or flood-damaged areas.**

**All product recommendations are based on manufacturer testing and general use cases. Always follow individual product labels and consult professionals for special environments.**

## **Get Help:**

Email: [support@vividcozytile.com](mailto:support@vividcozytile.com)

Online Contact: <http://vividcozytile.com/contact-us/>

Let your floors shine for years to come.



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