Tile Care and Maintenance Guide

Crown porcelain floor and wall tiles

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Crown porcelain tiles need only regular sweeping and mopping with a pH-neutral cleaner. Grout and sealant joints need checking once a year, because they wear out long before the tiles do.

Routine cleaning

Sweep or vacuum first, then mop with warm water and a pH-neutral floor cleaner.

1. Remove grit with a soft broom or vacuum. Grit underfoot is what dulls a tiled floor.
2. Mop with warm water and a pH-neutral cleaner, diluted as the label says.
3. Rinse with clean water so no cleaner film is left behind.
4. Wipe spills when they happen, especially oil, wine and coffee on grout.

Textured, slip-resistant tiles hold more dirt. Scrub them with a soft-bristle brush or deck brush every few weeks to keep their grip.

After new tiles are laid, the tiler should remove grout haze before handover. Protect the floor with a covering until other trades have finished.

Stain removal

Most marks lift with warm water and a pH-neutral cleaner; use the stronger options below only on the stain itself, and rinse well afterwards.

Stain	What to use
Grease, cooking oil, food	Alkaline degreaser or dishwashing liquid in warm water
Coffee, tea, wine, juice	pH-neutral cleaner; for old stains, diluted household bleach, then rinse
Soap scum, limescale, hard-water marks	Bathroom cleaner made for tiles; keep it off natural stone and metal trims
Rust marks	Rust remover made for tiles, used as directed and rinsed off straight away

Stain	What to use
Grout haze or cement film after tiling	Cement-residue remover made for tiles, applied by the tiler
Paint, glue, silicone	Scrape gently with a plastic scraper, then use a suitable solvent on a cloth
Rubber scuffs, pencil, metal marks	Non-scratch white pad or melamine sponge with cleaner

Test any strong cleaner on a spare tile or a hidden corner first.

What to avoid

The tile surface is hard to damage, but the wrong products leave a film, attack the grout or scratch the glaze.

- Cleaners containing hydrofluoric acid. They etch the tile surface permanently.
- Strong acids left on the floor. They eat into cement grout.
- Wax, polish, oil soaps and "mop and shine" products. They leave a slippery film that holds dirt.
- Steel wool, wire brushes and abrasive powders. They can scratch the glaze and leave metal marks.
- Dragging furniture or appliances. Fit felt pads and lift heavy items.
- Leaving bleach or strong cleaners to dry on the surface. Rinse them off.

Grout, sealant and wet areas

Grout and silicone joints keep water out of the wall and floor behind the tiles, so they need more attention than the tiles themselves.

- Check grout lines for cracks, gaps or crumbling, and have them regrouted when found.
- Check silicone at wall-to-floor corners, around the shower, bath, vanity and toilet. Replace it when it is split, peeling or mouldy.
- Clean mould from grout with a diluted bleach solution or a mould remover, then rinse and ventilate the room.
- Keep the shower waste clear so water does not pond on the floor.
- A tile that sounds hollow, moves or cracks should be replaced promptly. In a shower, stop using it until it is repaired.

Keep a few spare tiles from the original batch. Later batches can differ slightly in shade and size.

Inspection schedule

How often	Task
As needed	Wipe spills; sweep or vacuum grit
Weekly	Mop with a pH-neutral cleaner and rinse
Every few weeks	Scrub textured and shower-floor tiles with a soft brush
Every 12 months	Check grout, silicone joints and movement joints; repair what has failed
Every 12 months	Check for loose, hollow-sounding or cracked tiles

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