



Natural Stone Care Instructions

HONED, SPLIT-FACED, FLAMED, BUSH HAMMERED, TUMBLED, TEXTURED AND UNPOLISHED

PROTECTION, NEW INSTALLATION, PRE-SEALING AS A GROUT RELEASE These types of surfaces are porous and can absorb stains from many items, including, without limitation, the pigment in some grouts. To ensure the best possible installation, a very high quality penetrating sealer designed for travertine and marble limestone should be applied in accord with manufacturer's instructions. Use as a grout release before and after grouting to provide stain resistance during and following process. To pre-seal as a grout release, apply sealer using a brush applicator or clean white cotton towel. Saturate the surface, being careful not to allow sealer into the open, ungrouted joints. For the most porous surfaces, a second and, maybe, a third application should be applied after the first has dried sufficiently. Remember; follow your sealer manufacturer's instructions.

SEALING AND THE NATURAL LOOK If you are trying to retain the natural look of the stone, consider stopping at this point and putting the area into service. This type of finish will require the least amount of maintenance and is recommended in high traffic and food areas for maximum stain and slip protection.

COLOR ENHANCEMENT For color enhancement, we recommended a high quality color enhancer be applied in accord with manufacturer's instructions. Colorizers and enhancers are designed to enhance the natural color and texture of all textured stone material.

FLOOR COATING / WAX / WATER SPOTS – REMOVAL To remove existing solvent based floor coatings and/or waxes use a heavy duty cleaner designed for this purpose. Follow manufacturer's instructions for use on travertine and marble limestone.

LIGHT CLEANING FOR THE NATURAL LOOK Light cleaning can be done as needed by using a good quality pH neutral cleaner designed for travertine and marble limestone, and do so in accord with manufacturer's instructions. Start with the recommended dilution ratio for your neutral cleaner and clean water and progress to a stronger dilution ratio if needed. Allow solution to stand for 10 to 20 minutes, keeping it wet with the solution, agitating periodically with a medium aggressive floor brush. Extract all dirty remains with an approved wet vacuum system. Always rinse area with clean water to eliminate any streaks or residue buildup on the surface until the flooring rinses clean. Natural stone soap may also be used as an alternative to neutral cleaner in ongoing maintenance. As always, be sure to select a high quality product designed for travertine and marble limestone. Stone soap will clean and protect in one step while adding a slight patina to the finish. Add stone soap to your mop water and proceed in accord with the manufacturer's instructions. No rinsing may be required, and stone soap may be used as often as desired. If the finish starts to look dull or dirty a deep cleaning periodically (weekly, monthly, quarterly) may be necessary. Use either a neutral cleaner or a heavier duty cleaner as is directed by the manufacturer's instructions. Agitate with the appropriate hand brush or floor brush and an electric powered floor machine, extracting all the dirty remains with an approved wet-dry vacuum.

For more information, please contact
World Wide Stone Corporation™
602-438-1001





**REPAIRS OF SCRATCHES AND VOIDS:
Filled & Old World Honed™ Durango Stone™ Natural Marble
Limestone & Travertine Tiles and Using High Quality Grout as "Fill"
Material for Repairs of Subterranean Void, Scratches, Gouges**

One of the wonderful benefits of installing filled and *Old World Honed™ Durango Stone™* natural marble limestone and travertine tiles is that they are *easy* to live with, *easy* to maintain, and *easy* for the end user to repair when tiles experience minor damage in the normal course of daily living. It is not a technical process. It is simple!

If a honed tile is *lightly* scratched, you may hand-sand away the scratch by applying hand pressure in circular motions with pre-wetted *400-grit* or *220-grit wet-dry (black colored)* sanding paper and copious amounts of plain tap water. Wet the surface with a puddle of water in the area of the scratch. Wet the sanding paper, and move it in the palm of your hand, flat, over the scratch in circular motions, keeping the area quite wet. Apply even pressure while sanding. When you are satisfied that the scratch is no longer visible, stop, dry the area, and re-seal with a high quality impregnating sealer, which may be purchased directly from World Wide Stone Corporation or locally from your distributor.

If a honed tile is *deeply* scratched or gouged, you may be able to repair the gouge by filling it with appropriate materials: high quality, color-matching cementitious grout, both sanded and unsanded, are available locally in your area. Follow the same instructions as for a *subterranean void exposure* from the surface.

Due to the natural geology of marble limestones and travertines, there are varying numbers and sizes of voids that naturally occur within the body of the stone. When it is cut with great diamond saws into tiles, slabs or cut-to-size pieces from quarry block and finished, these voids may be visible from the surface or bottom side of the finished product. Being fully metamorphosed, marble limestone has relatively very few to no voids visible, and the voids that are visible tend to be smaller.

The "fill process" at World Wide Stone's factories is the same in the finishing of both marble limestone and travertine products. Marble limestone is fully metamorphosed travertine. All voids visible from the surface are always filled at our factories, and any voids from the bottom that are visible and deemed to be potentially problematic are filled at our factories before the products are shipped.

Sometimes, there may be a void in a tile that is not visible from the surface or the bottom of the product. In other words, the void may be like a "bubble" just below the surface, in "the middle". It may never appear at the surface. However, sometimes, the relatively thinner stone surface layer over it may break through, exposing the subterranean void that was always lying below the surface.

Here is what could happen and how to easily repair it to *like new* after installation. Just as with any fine product, such as a new Mercedes, BMW or Lexus, some fine tuning may be needed as you begin enjoying the fabulous features and benefits of living with your new **Durango Stone™**. Do not worry, as the repair is simple, easy and barely noticeable at all when finished!

For example, moving heavy objects across a floor might cause the relatively thinner area of stone covering over the void to break and expose a subterranean void. Even walking on a floor may cause this. When you walk on your floor, the pressure exerted on the floor by the heel of your shoe applies many pounds





of pressure on the impact spot for a moment. It could break the surface of a void. The surface falls into the void, looking like a "fill pop".

(Note: Casters and rollers on furniture are particularly problematic for this. In fact, they may significantly damage and destroy the surface of natural stone tiles whether or not subterranean voids are present. They cause the layers of your new stone floor to separate, as well. Therefore, rollers and casters should never be used directly on a marble, marble limestone or travertine floor. You must replace them in favor of nylon or plastic feet to avoid this problem.)

If a subterranean void is exposed at the surface of a honed tile, follow these simple instructions:

- (1) Remove any dirt, debris and loose material from inside the void, making sure that any loose or weak stone parts around the edge of the void are also removed. Then, vacuum the void.
- (2) Thoroughly wet the void with drops of plain water, allowing the water to soak into the stone for a few moments. Dip your finger in a cup of water, and allow the water to drip into the void. If the void is larger, you may carefully pour drops of water into the void from the cup.
- (3) Do not wet the surface of the stone around the void. If it gets wet, wipe it dry with a dry cloth. Remove excess water from the void by dipping the corner of a well wrung out slightly damp sponge, cloth or paper towel into the void, removing any excess water from this area.
- (4) Do not pre-mix the fill or grout material, but sprinkle it dry into the void until it fills the void, mounding slightly above the surface of the stone.
- (5) Using a flat tool {a small 2" x 2" x 1/2" square of styrofoam is perfect for this job}, press straight down over the mound in the void, Then, press and move in small circular motions with the flat side of the tool held by the flat of your hand to the surface, working and compressing the fill or grout material into the void until it is compacted at even level with the surface of the stone.
- (6) Look at the filled void. If necessary, due to the compacted fill not being smooth or even or if the compacted fill appears wet or soupy, sprinkle a little more fill or grout material onto the compacted fill in the void, and compact it again, as above. If a little more water is needed to lightly moisten the fill, add a drop or two and repeat, as above. Repeat until the fill is evenly compacted to the surface and the fill is dry looking at the surface.
- (7) With a well wrung out sponge, lightly and carefully clean across the surface of the stone around the repaired void, removing any loose fill lying on the stone surface around the void. Be careful not to come in contact with the freshly filled area during this step.
- (8) Allow the repair to thoroughly dry for 24 hours, and apply good quality impregnating stone sealer to the repair. Now, you are finished with your minor repair, and ready to fully enjoy the beauty and ease of living with your **Durango Stone™** natural marble limestone or travertine, once again! It is good to know that you are enjoying living with the best!

For a photo presentation of this repair process, please ask for a copy of World Wide Stone's "[EASILY REPAIR SUBTERRANEAN VOIDS.pdf](#)". If you would like further assistance, please phone your distributor or World Wide Stone Corporation at 602-438-1001. World Wide Stone is the exclusive quarry and producer of Authentic **Durango Stone™** natural marble limestone and travertine products. Thank you!





WORLD WIDE STONE CORPORATION™

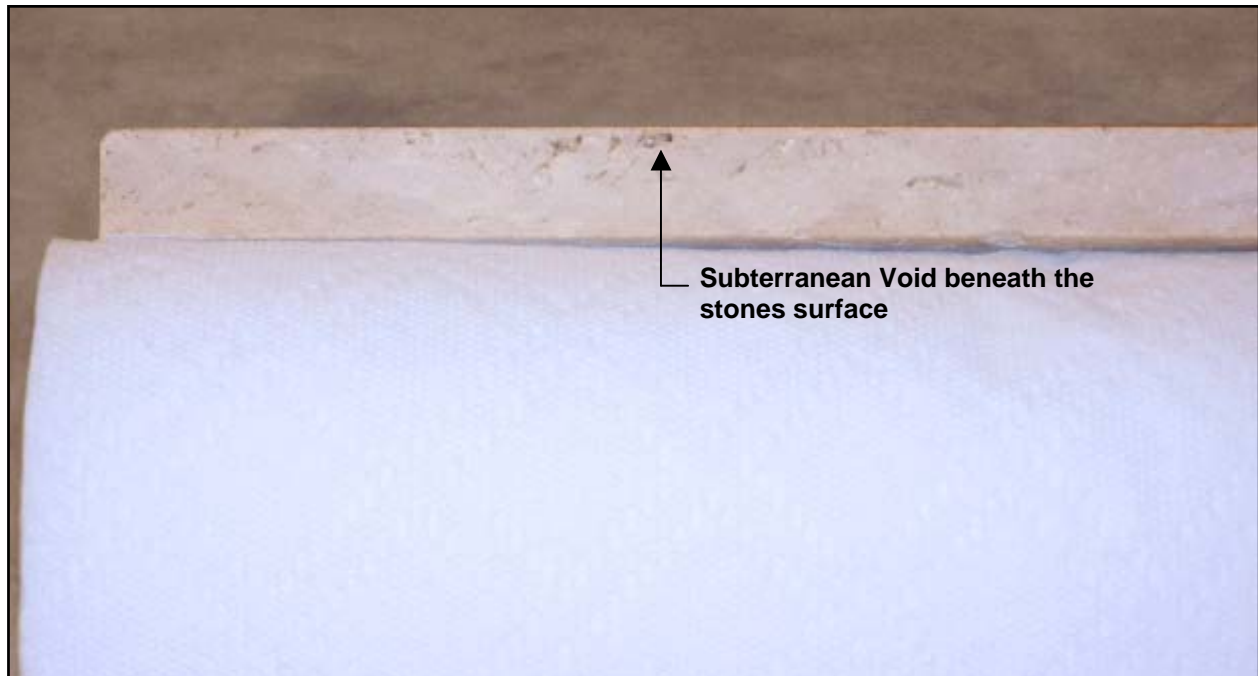
EASILY REPAIR SUBTERRANEAN VOIDS

What is a subterranean Void?

This phenomenon is often misunderstood to be filling popping out of the travertine. The reality is that the hole was already present in the stone. Hiding just under the factory-finished side is a void. When pressure is applied directly to the thin stone surface concealing the void, the cap of stone caves in, revealing the hole.

When holes are exposed in the production process, they are filled at the plant. This is not abnormal or a defect, but rather part of the natural reality of stone. Most homeowners enjoy understanding their stone purchase and many find pleasure in maintaining their natural stone flooring.

Repairing a subterranean void is a simple process. This document will walk you through easy detailed steps, and remember if you have any questions, please feel free to call us.





Tools and Supplies

1. A cup of color matching unsanded grout (any good quality brand). *World Wide Stone Corporation™ is always happy to offer small quantities to any party that may need us to supply grout.*
2. Pointed Tool. This may be a nail or small screwdriver needed to loosen natural debris or dirt, which may be present in the void.
3. Paper towel or clean dry cloth.
4. A small square of Styrofoam. A small block of wood or cardboard works well; the only requirement is that working surface is smooth and level.



Step 1: Clean all debris from void using a small tool to loosen and remove all particles.



Step 2: Blow into void to ensure it is clean.



Step 3: Fill hole with tap water. Pour enough water into the hole until water will remain in the hole for a second or two.



Step 4: Using a paper towel dry the finished surface surrounding the hole. This is important to make clean up and finished result a snap.



Step 5: Using a flat tool such as a screwdriver or a knife put a mound of grout over the void, sufficient to completely fill the void.





Step 6: Using your square of Styrofoam, or other flat surface tool, come down directly over the mound of grout.



Step 7: Using small circular motions pack the grout into the wet hole. The water that is already in the hole and surround stone will set the grout.

When finish you should have the results shown in the photo. If not enough grout was mounded over the hole, the result will not be correct. No problem, simply apply a little more grout over the void and repeat the above noted steps. If too much grout is used, you simply have a little more mess to clean up.



You will easily realize the same result as above. The void in this example is just off the knife point. The grout will need 8 hours to harden prior to use.

Tip: If the void is large, sometimes the amount of water held in the void is not sufficient to moisten the grout. When this occurs simply dip the tip of your finger into tap water. The surface tension of water will cause a half-drop to be attached to your fingertip. Carefully place this small amount of water onto the center of the grout until moist. Too much water and you will need to start over. Coaching is available from your account representative or call World Wide Stone Corporation™ at 602-438-1001.