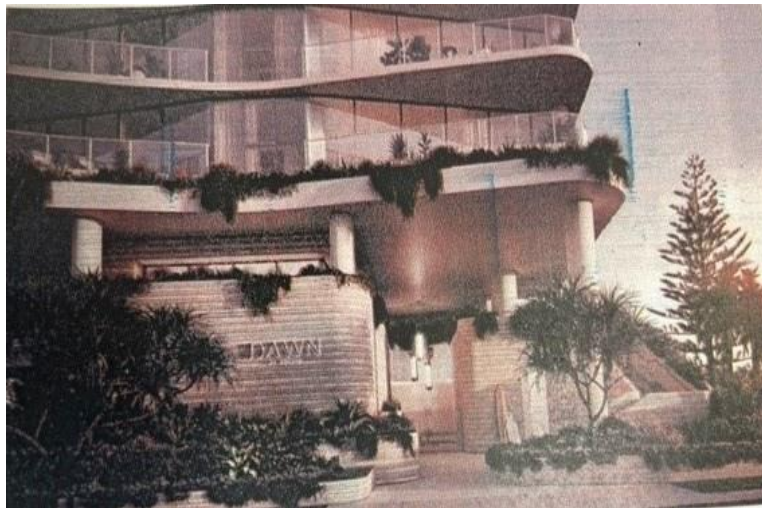


ZARA MARBLE AND GRANITE PTY LTD

O PERATION AND MAINTENANCE MANUAL



PREPARED FOR PRINCIPAL CONTRACTOR

Dawn by Mosaic

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SECTION 1.0

- **INTRODUCTION**

1.0 INTRODUCTION

The works undertaken for “Dawn by Mosaic” represents a significant investment on behalf of the end client and it is therefore strongly recommended that a maintenance manual regime be adopted. This will mean that the materials selected will continue to perform to their best and their beauty will be prolonged throughout their life.

Zara Marble and Granite Qld Pty Ltd are committed in ensuring that the projects we are associated with continue to act as our best references to future clients with installations that we and our current clients are proud of.

We set out in this manual for the end client to be properly informed of the supply & installation processes including our recommendations for maintenance.

For and on Behalf Of
Zara Marble and Granite Qld Pty Ltd



Director

Date: 29/09/2023

SECTION 2.0

- **SCOPE OF WORK**

2.0 SCOPE OF WORK

Supply & Installation of:

- Stone Benches
- Silicone Caulking

SECTION 3.0

- **MATERIAL SUMMARY**

SECTION 4.0

- **INSTALLATION
CERTIFICATE / WARRANTY**

Zara Marble and Granite

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Stone ♦ Paving ♦ Terrazzo ♦ Porcelain

QBSA – 151 449 88

WARRANTY

PRINCIPAL CONTRACTOR: J Hutchinson Builders

PROJECT: Mosaic By Dawn

ADDRESS: Corner Surf Parade & George Street Broadbeach Qld 4217

Zara Marble and Granite Qld Pty Ltd warrants that all materials supplied and / or installed by us or our subcontractors comply with the project specifications and meets all relevant Australian Standards in the form of: - AS2358-1990 & Amdmt 1-1994 – Adhesives for fixing ceramic tiles; AS3958.1-1991 & Amdmt 1-1992 – Guide to the installation of ceramic tiles; AS3958.2-1992- Guide to the selection of a ceramic tiling system.

Those works are warranted for a period as described below from the date of completion:

STONEBENCH TOPS/STONEWORKS

5 YEAR WARRANTY

Zara Marble and Granite Qld Pty Ltd acknowledges that guarantees given pursuant to the above extended to repairing or replacing relevant materials or re-performing relevant works arising out of defective materials or workmanship.

This warranty shall not cover damage or failure resulting from accident, misuse, markings, abrasion, structural movement (beyond the certified design criteria) improper or unauthorised repair, neglect abuse and / or modification. This warranty shall be void should such incidents be deemed to be the cause of either the damage or failure.

Zara Marble and Granite Qld Pty Ltd shall provide a Maintenance and Cleaning Method Certificate for the correct care and maintenance. The client should ensure that these requirements are always observed as the misuse and failure to care and / or maintain the tiles in accordance with the Operations & Maintenance Manual will void the warranty.

For & On Behalf Of

Zara Marble and Granite Qld Pty Ltd

Peter Saba
Director

SECTION 5.0

▪ INSTALLATION METHOD

5.0 INSTALLATION METHOD

- **JOINT SEALING**

Internal

Internal Corners: 'Floor to Wall Junctions' – Beaded by battery operated gun using Sika matching colour Silicone.

External Corners: 'Vertical Junctions' - Beaded by battery operated gun using Sika matching colour Silicone.

External

'Floor perimeter to Internal Corners' - Beaded by battery operated gun using Sika matching colour Silicone.

All references to the above are further outlined in Zara Marble and Granite Qld's 'OHS Management System'. The SWMS within the site-specific safety plan identifies a quality assurance and performance capability of the company complying with best practice methods in conjunction with Australian Standards, the industries benchmark.

REFERENCES:

AS2358-1990 & Amdmt 1-1994 – ADHESIVES FOR FIXING CERAMIC TILES

AS3958.1-1991 & Amdmt 1-1992 – GUIDE TO THE INSTALLATION OF CERAMIC TILES

AS3958.2-1992- GUIDE TO THE SELECTION OF A CERAMIC TILING SYSTEM

SECTION 6.0

▪ PRODUCT MAINTENANCE

6.0 PRODUCT MAINTENANCE

MAINTENANCE

INSPECTION

A visual inspection should be carried out by the clients & or building manager monthly to check for any problems arising from structural movements or material reacting to the environmental conditions and /or a cleaning regime.

CLEANING METHODS FOR CERAMIC, VITRIFIED & STONE TILES

- General maintenance cleaning of tiles should be done with a mild detergent and water. and applied with a nylon brush or rug and removed with a squeegee, similar to glass cleaning.
- No high-pressure water, acids or strong alkaline detergents should be used.
- All materials used should be cleaned in the same way, with highly trafficked floor. areas receiving a greater frequency of attention.
- A sample area should be tried in a more conspicuous location prior to cleaning all over to test the cleaning agent for potential damage/ staining.
- Regularly sweep and wash with a PH neutral detergent mixed with warm water using soft cotton cloth dry and buff in a circular motion.
- The material may darken slightly due to some absorption but the colour should return as the moisture evaporates.
- Cleaning agents containing either acid, alkali, bleach or other corrosive chemicals should not be used.
- Do not use abrasives to scour stubborn marks as this will scratch the surface.
- Specialists should address stains that cannot be removed by cleaning methods described above.

MAINTENANCE

Reconstituted Stone

Surfaces require little maintenance to keep them looking like new. For everyday routine cleaning of reconstituted stone wipe the surface with a mild detergent with warm soapy water with a clean damp cloth. Use a cloth only allocated for the bench tops and not a cloth that you use to wash the dishes etc, as it may transfer oils and other contaminants to the surface.

Reconstituted stone is virtually non-porous, and it will not require sealing. Never attempt to seal this product.

Avoid contact with harsh cleaning agents that contain trichloroethane or methylene chloride, such as paint removers, strippers and oven cleaners that have high alkaline/pH levels. Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralize the effect and buff with a clean dry cloth.

Natural Stone

Use a clean, soft microfiber cloth to clean stone surfaces with a neutral cleaner, stone soap, or a mild liquid dishwashing detergent and warm water. Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth.

Travertine benchtops are sealed with Stainstop TBC with David Townley

General

To get the extra life and preserve your natural stone place coasters under all glasses, particularly those containing alcohol or citrus juices.

If any spills blot with a paper towel immediately and wipe the area with water and mild soap and rinse several times. Dry the area thoroughly with a soft cloth. Repeat as necessary.

Avoid placing hot pots and other items directly onto the stone benchtop.

Use cutting boards, as direct contact will cause sealant to eventually wear out.

Cleaning - Protecting - Maintaining Natural Stone - Kitchen Bench Tops and Vanities

All types of natural stone are used as benchtops and vanities. Hard stones, such as granite, gneiss and gabbro, with a polished finish are among the most popular. For other surfaces, such as marble and limestone, please refer to the additional comments on page 2. Choosing the right treatment guarantees the long life of your natural stone tops.

Overview of the 3 Steps *for more detailed instructions, please refer to Page 2*

1

Initial cleaning of newly installed surfaces

Lithofin MN Power-Clean -acid free- removes general and stubborn dirt's



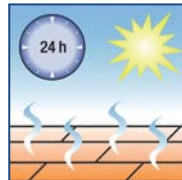
Coverage:
1Ltr./10m²



Apply Lithofin MN Power-Clean diluted 1:5 and scrub onto the surface.



Allow to dwell for 5-10 min. and scrub again. Rinse well with water to remove all product residues.



Allow to dry. Do not wet or dirty the surface for 24 hours.

Necessary equipment: white nylon pad, soft brush

2

Protecting against stains

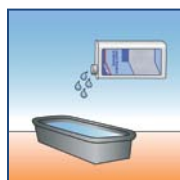
Lithofin MN Stain-Stop -invisible- renders the surface water and oil repellent



Coverage:
1Ltr./12m²



Please note.



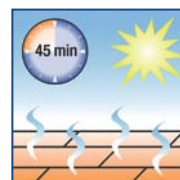
Pour product in a basin or bucket.



Apply generously with a brush or lambswool applicator. Repeat after 10 minutes.



Redistribute after 10 minutes, then remove all surface residues with a squeegee and clean dry towel.



Do not wet or cover the surface for 24 hours.

Instead of Lithofin MN Stain-Stop, you can also use the solvent free Lithofin STAINSTOP >W<.

Necessary equipment: basin or bucket, brush, lambswool applicator, squeegee and towel

3

Regular maintenance

Lithofin MN Easy-Clean -used regularly- cleans and provides additional protection.



Spray the surface then wipe with a micro-fibre cloth dry or damp.



Additional care

Lithofin MN Polish cream enhances shine, colours and strengthens the protection effect.



Occasional polishing maintains the appearance. For polished natural stone only!

Necessary equipment: cleaning cloth, polishing cloth

Note: All products recommended in this method statement pose no health concerns once dry. The products have been tested by independent institutes. Used correctly, the products do not leave any hazardous substances on the surface.

Engineered Stone tops: Engineered stone mostly does not require sealing but correct maintenance is important. Regularly clean engineered stone tops with Lithofin MN Easy-Clean spray. Use Lithofin MN Power-Clean for periodic cleaning or to remove stubborn dirt residues.

1 Cleaning and refurbishing used surfaces

- ◆ Treating used kitchen counters requires a thorough cleaning. All dirt deposits and care product residues must be removed from the surface and pores of the stone.
- Lithofin MN Power-Clean is suitable for all stone types. Dilute up to 1:5 with water and apply with a brush or white nylon pad. Allow to dwell for 5 to 10 minutes.
- Scrub well and then wait another 5 minutes.
- Add water while scrubbing and remove the solution from the surface.
- Rinse twice with clear water to remove all product and dirt residues.
- ◆ Allow to dry for several days before applying a protective treatment like Lithofin MN Stain-Stop.

Other, stubborn types of dirt

oil, grease, care product residues, stubborn dirt, etc.	Lithofin MN Power-Clean
wax, varnish, sealants, tar, silicone	Lithofin WAX-OFF
deeply engrained oil stains	Lithofin OIL-EX
calcium deposits	Lithofin MN Bathroom Cleaner

2 Additional information about protective treatments

- ◆ Impregnating sealers render the surface water and oil resistant.
- ◆ Staining is prevented and spills become easier to remove.
- ◆ The natural stone surface becomes easier to maintain and maintains its appearance for many years.
- ◆ Lithofin MN Stain-Stop (solvent based) and Lithofin MN Stain-Stop >W< (water based) provide optimal protection without changing the appearance of the stone.
- ◆ Lithofin STAINSTOP >W< can be used on surfaces which have been pre-treated with Lithofin MN Stain-Stop and vice versa.
- ◆ The active ingredients pose no health hazard once dry.

Please Note:

- ◆ **Always test the product in an inconspicuous area.** Non absorbent or wet surfaces cannot be treated.
- ◆ Use impregnators only on completely dry and clean surfaces. Otherwise, the product will not be able to penetrate into the surface.
- ◆ Do not allow the product to dry on the surface. Carefully remove all excess. In case the product is starting to dry: redissolve with Lithofin MN Stain-Stop or Lithofin STAINSTOP>W<.
- ◆ Some stones may become slightly darker after sealing. Impregnating sealers do not protect marbles against acid etching normal levels of wear. These materials can be mechanically treated to rejuvenate the surface finish.

3 Additional care for more gloss



Lithofin MN Polish cream (for small and polished surfaces only)

Occasional polishing provides additional protection, colour enhancement and shine. Dull spots become less visible with time. For large areas and floors use Lithofin MN Polish (liquid-wax).

Please Note:

- △ Please follow the detailed instructions on the label.
 - △ Marble and limestone are not resistant to acidic substances such as vinegar, lemon juice, sauces, wine, some cleaners etc. Acidic substances should not come in contact with marble, limestone or travertine.
 - △ Do not use corrosive or abrasive products on marble, limestone or travertine to avoid scratches and dull spots.
 - △ Most hard stones are resistant to acid. Some types (e.g. Blue Pearl, Bahia Blue, Chinese granite, etc.) react with discolouration or matting. Always test suitability before using an acidic product.
 - △ When impregnating dark stones work sparingly and evenly because these stones have a very low porosity.
- TIP:** Avoid using leaching and degreasing cleaning products as well as products that form layers. These products negatively affect the appearance of the natural stone and make maintenance more difficult.

If you require advice or are in any way unsure about these instructions, please call our **Technical Support Line at AUS: (03) 8552 6000 / NZ: (9) 475 0495**

This information should be considered to be informal and non-binding. The products must be used according to local conditions and materials. Instructions must be read carefully and followed closely. Always test the product in an inconspicuous area. (AUS/NZ5.17)

The Professional Solution © 2017 Lithofin AG

Your LITHOFIN-Dealer:

SECTION 7.0

- **NOTES**