

ZARA MARBLE AND GRANITE PTY LTD

OPERATION AND MAINTENANCE MANUAL

PREPARED FOR PRINCIPAL CONTRACTOR

Mowbray



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**ZARA MARBLE AND GRANITE
PTY LTD**

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SECTION 1.0

INTRODUCTION

The works undertaken for “Mowbray” 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 to ensure 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 P. Saba

Date: 20/12/2024

SECTION 2.0

▪ SCOPE OF WORK

2.0 SCOPE OF WORK




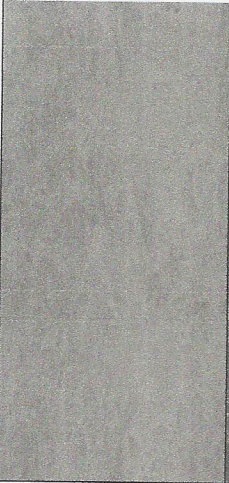
Supply & Installation of:

- Stone Bench Tops and Stone Floors

SECTION 3.0

▪ MATERIAL SUMMARY

MATERIAL SUMMARY - Mowbray

LOCATION / SCHEME	APPLICATION	PRODUCT	DESIGN
TL-01	Floor and Wall Bathrooms	Turco Argento Honed 1200mm x 600mm ZMG-07 3736 7952	
Managers Office Gymnasium-Hydration	Upgrade option	Tundra Grey Honed Precut sizes ZMG-07 3736 7952	
2/3 bedroom Standard apartments	Benchtop, Splash back, bathroom	Elegant Grey Honed Precut sizes ZMG-07 3736 7952	
Rooflop BBQ	Benchtop, Splash back, bathroom	Kreta Matte Porcelain Panel 3200mm x 1440mm x 20mm Cosentino-07 3451 0600	

SECTION 4.0

▪ INSTALLATION CERTIFICATE / WARRANTY

Zara Marble and Granite

U2/38 Access Ave, Yatala Qld 4207

Ph: 07 3736 7952

Email: info@zaramarbleandgranite.com.au

A.B.N: 71 635 259 675

Stone ♦ Paving ♦ Terrazzo ♦ Porcelain

QBSA – 151 449 88

WARRANTY

PRINCIPAL CONTRACTOR: Mosaic Builders
PROJECT: Mowbray Apartments
ADDRESS: 73 Northcote Street East Brisbane

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:

INSTALLATION & SUPPLY OF STONEWORKS ONLY

7 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 observed at all times 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

P. Saba
Director

SECTION 5.0

▪ INSTALLATION METHOD

5.0 INSTALLATION METHOD

- **PREPARATION**

All wall & floor areas are free from debris prior to all applications by dusting, sweeping etc

- **WATERPROOFING**

Not applicable for this project by Zara Marble and Granite Qld. This application by others.

- **INTERNAL & EXTERNAL FLOOR TILING**

All floor tiles are laid on screed sand /cement mortar bed (1:3 ratio) where falls are required
Floor tiles are directly installed to the level concrete substrate with Bostik Adhesive.

- **FLOOR TILE GROUTING**

Floor tiles have been grouted with Mapei, Ardex or Bostik.

- **WALL TILING**

All wall tiles are adhesive fixed to plasterboard or rendered finish with Mapei and Bostik.

- **WALL TILE GROUTING**

All wall tiles have been grouted with Mapei and Bostik.

- **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 on a monthly basis 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 locations 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 a virtually a non-porous and it will not require sealing. Never attempt to seal this product.

Avoid contact with harsh cleaning agents that contain trichlorethane 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 or reapeable product.

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.

Resealing is highly recommended 6-12 or longer months depending on area on frequently used areas to maintain the nonporous layer on surface and protect the naturally porous stone which helps prevent stains.



HOW TO MAINTAIN YOUR NEWLY TREATED SURFACES

EVERDAY:

- Mop up any spills immediately
- We recommend cleaning with warm water and a small amount of 'NEUTRAL CLEAN'

'NEUTRAL CLEAN' is a super concentrated, non-acidic, phosphate free neutral cleaner. It eliminates soap scum build-up and hard water deposits when used regularly

STUBBORN STAINS:

Greases, soap scum, heavy grime build-up and mildew stains.

- Mop up any spills immediately
- We recommend cleaning with a diluted, bio-degradable phosphate free alkaline cleaner called 'D-GREASE'

'D-GREASE' is industrial strength and must be diluted in accordance with instructions on the product for 'normal cleaning'. **NOTE: Excessive/undiluted use of product will damage sealed surface**

Materials which contain colouring matter such as tomato sauce, cheese, dairy products, food colouring, tea and red wine.

- Mop up any spills immediately
- We recommend cleaning with good quality bleach. Please read the instructions for cleaning on the bleach bottle and carefully follow dilution instructions

IN GROUND DIRT, SCUFF MARKS etc.

- Mop up any spills immediately
- Apply small amount 'MISTER CLEAN' cream cleanser and work into effected area only.
- Keep cleanser moist with water and/or small amount of 'NEUTRAL CLEAN'

WE RECOMMEND

Placing stoppers on all furniture to prevent scratching, rusting and unnecessary damage to tiles

WE DO NOT RECOMMEND

using solvent based cleaners such as xylene, acetone, mineral turps, kerosene, methylated spirits, rust and scale cleaners/removers, lime cleaners or any acidic cleaner.

CLEANING CAUTIONS

Cleaners containing acid should never be used for routine maintenance. Acidic cleaners, even a light solution of vinegar and water, will etch polished natural stone and eventually damage tile. Acidic cleaners will also cause grout to deteriorate and strip the pigmentation from the grout. Heavy-duty cleaning may become necessary if tile cleaning has been neglected.

ALWAYS CONDUCT A TEST SAMPLE before apply any cleaning products for suitability on your surface.

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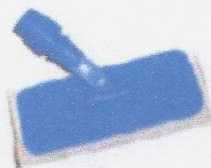
Now that your surfaces have been cleaned and sealed it's important that you use the correct cleaning products to maintain your floors in optimum condition without damaging the sealers which have been used. Australian StoneSeal uses and recommends the following products:

NEUTRAL CLEAN

Super Concentrate Neutral everyday cleaner for stone, tiles and masonry:



- Ideal for sealed surfaces as it will not damage or ruin the sealer
- Environmentally friendly biodegradable and phosphate free neutral cleaner
- Will not dull or etch sealed surfaces like most ordinary cleaners
- Leaves little or no residue therefore leaving optimum gloss levels
- Excellent for glazed or unglazed tiles
- Powerful surfactants which suspend and lift grease and soils
- Dissolves soap scum, mould and mildew
- Pleasant fragrance



GLITTERBUG

Strong all nylon hand scrubber, helps create agitation while cleaning to remove any dirt or grime that is stuck to the floor:

- The plastic socket takes a standard broom handle and connects to the plate with a plastic swivel action hinge.
- Velcro strips hold the pads in place

**CLEANING PACKS ARE AVAILABLE DIRECT FROM
 AUSTRALIAN STONESEAL 1300 720 699**

SECTION 7.0

▪ NOTES