



Project Handover & *Care Guide*

Client Name: _____

Property Address: _____

Project Completed: _____

Warranty Reference: _____

THANK YOU

Thank you for choosing CeramicTec for your recent tiling and waterproofing project. We take genuine pride in our work, and we hope the finished result brings you as much satisfaction as it brought us to build it.

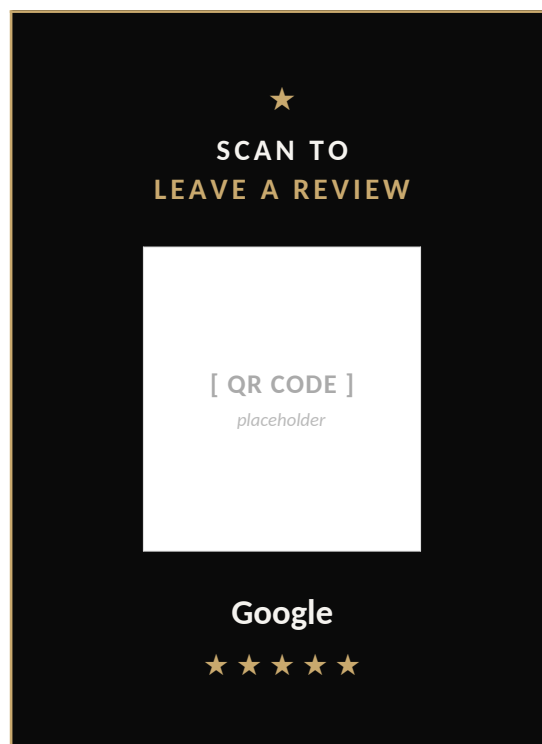
If anything in this guide is unclear, or you notice something with your tiling or waterproofing that doesn't look right, please reach out — we'd always rather hear from you early.



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Your feedback helps us grow, and helps other Central Coast homeowners feel confident choosing CeramicTec. It only takes a minute, and we'd be genuinely grateful.



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YOUR WARRANTY

Your tiling and waterproofing work is covered by manufacturer warranties on materials, and by CeramicTec's own workmanship warranty on installation. Specific terms and duration will be confirmed on your invoice or separate warranty certificate.

Please read this carefully:

Ongoing care and maintenance, as outlined in this guide, is a condition of your warranty remaining valid. Damage caused by improper cleaning products, neglect, or unauthorised repairs is not covered.

Keep this document somewhere safe — you may need to refer to it, or provide it, if you ever raise a warranty claim.

GENERAL TILE & GROUT CARE

These basics apply to all tiled areas of your home, regardless of location:

- Clean tiles regularly with warm water and a pH-neutral tile cleaner. Avoid vinegar, bleach, or acidic cleaners — these can break down grout and damage some tile finishes over time.
- Wipe up spills promptly, especially oil, wine, or acidic liquids, to prevent staining.
- Use a soft microfibre cloth or mop — avoid abrasive scourers or steel wool, which can scratch polished or glazed surfaces.
- Reseal grout lines every 12-24 months (or as recommended by your grout manufacturer) to maintain water resistance and staining protection.
- Avoid dragging heavy furniture or appliances across tiled floors — use furniture pads and lift rather than slide.
- Address any cracked, loose, or "hollow-sounding" tiles promptly — contact us early rather than waiting, as small issues are easier and cheaper to resolve.

BATHROOM & WET AREA CARE

Wet areas rely on correctly maintained waterproofing and silicone seals to stay watertight. Please follow this guidance closely, as it directly affects your waterproofing warranty:

- Ventilate the bathroom during and after showering — run the exhaust fan or open a window for at least 20 minutes to reduce moisture buildup and mould risk.
- Wipe down glass screens and tiled walls after use where practical — this reduces soap scum, limescale, and mould growth.

- Inspect silicone seals (around the shower base, bath, and vanity) every few months. Silicone is a maintenance item, not a permanent seal — it should be resealed by a professional every 2–3 years, or sooner if you notice cracking, peeling, or gaps.
- Never paint over or apply additional sealant on top of existing silicone without removing the old bead first — layering traps moisture underneath.
- Do not use mould-and-mildew sprays containing bleach directly on silicone long-term — this accelerates breakdown. Use a mild detergent for routine cleaning.
- If you notice water pooling, discolouration on the ceiling below (for upper-floor bathrooms), or a persistent musty smell, contact us promptly — these can indicate a waterproofing issue that's far easier to address early.

KITCHEN SPLASHBACK CARE

Kitchen tiling deals with different challenges — heat, grease, and food splashes:

- Wipe splashbacks down after cooking, particularly oil and sauce splashes, before they have a chance to bake on with residual stovetop heat.
- Use a degreasing pH-neutral spray for routine cleaning — avoid oven cleaners or heavy-duty degreasers directly on grout, as these are often too harsh and will discolour it.
- Avoid placing hot pots, pans, or trays directly against the splashback — sudden heat transfer can stress tile adhesive over time.
- Check the silicone seal where the splashback meets the benchtop periodically — gaps here can let moisture behind the tile.

EXTERNAL, OUTDOOR & POOL AREA CARE

Outdoor tiling is exposed to weather, UV, and (for pool areas) chemically treated water — all of which need a slightly different care approach:

- Sweep or hose down outdoor tiled areas regularly to prevent dirt, leaf litter, and organic build-up, which can stain porous tiles and create slip hazards.
- For pool surrounds, rinse the tiled area periodically to reduce chlorine and salt residue build-up, which can affect grout over time.
- Watch for efflorescence — a white, powdery residue that can appear on new external tiling as moisture moves through the material. This is generally a normal, temporary occurrence in the first 6–12 months and can be gently brushed away; contact us if it persists or worsens.
- Reseal external grout and any natural stone surfaces at least once a year, as outdoor sealants break down faster under UV and weather exposure than indoor equivalents.
- After extreme weather events (heavy storms, prolonged flooding), inspect for any movement, lifting, or cracking, and contact us if anything looks different.

NATURAL STONE CARE

If your project includes natural stone (marble, travertine, granite, or similar), it requires different products to tiled ceramic or porcelain surfaces — standard tile cleaners can etch or dull natural stone permanently:

- Use only cleaning products specifically labelled safe for natural stone — avoid anything acidic (including many common bathroom and glass cleaners, vinegar, and lemon-based products).
- Natural stone should be sealed at installation and resealed periodically (typically every 12-24 months, depending on the stone type and how much wear the area gets) to maintain its stain resistance.
- Wipe up spills immediately, particularly wine, coffee, and acidic foods — natural stone is more porous than porcelain and stains more readily if left.
- If you're ever unsure whether a product is safe for your specific stone, check with us before use — it's a quick question that can save an expensive mistake.

GET IN TOUCH

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