

## SHORT & LONG TERM MAINTENANCE GUIDELINES

**STONE SPECIFICATION:** Applicable for Norstone Standard Series Rock Panel, XL Rock Panel, Lynia IL Tiles, and Aksent 3D Panel Series as produced by Norstone Pty Ltd. of Sydney, Australia. For more information, please contact your local Norstone office in North America at 866.717.4548.

**POST INSTALLATION STONE CLEANING:** After completion of stonework, if adhesive has been exposed to the face of the stone, cleaning shall be accomplished with a stiff bristle brush and water using a mild detergent. **Acidic Cleaning Agents should not be used unless otherwise directed by the manufacturer.**

**OXIDATION:** Oxidization is a chemical reaction which occurs when iron deposits exposed to moisture and air produce rust (oxidization). This process can also occur when natural stone comes into contact with corrosive agents, such as acids, bleaches, chlorines, fertilizers, salts, and/or harsh cleaning agents, so please try to minimize exposure to these items wherever possible. Because natural stone is a product of nature, iron oxidation is commonly found in natural stone installations.

Because Norstone Rock Panels are a product of nature it is impossible to eliminate the existence of Iron in our products. We take no responsibility for oxidation events. If your project is experiencing oxidation, Norstone may outline the cleaning and maintenance process so you can restore your Norstone project to its natural beauty.

**ROUTINE MOISTURE MANAGEMENT:** Norstone Products should not be used in installations where they would be exposed to standing water, run-off water or too much humidity. Proper moisture management should be employed at all times to ensure a successful, long-term installation. If you suspect your installation could be experiencing improper exposure to moisture, consult a building professional to determine how to rectify the problem.

**NATURAL STONE SEALING:** For Exterior & Wet Applications, Norstone Rock Panels and Tiles must be sealed. Application of a quality sealer will afford the following benefits:

- Keeps walls easier to clean as the surface will be less absorbent to pollutants in the atmosphere.
- Reduces absorption of water, thus lowering humidity level within the wall interior.
- Minimize freeze/thaw fluctuations.
- Helps control efflorescence, or pigment leaching from cement or stone.
- Minimizes natural oxidation which can change the color of the stone.

NOTE: Sealers must be periodically reapplied, especially on exterior applications, and could alter the natural coloring of the stone. Follow the manufacturer's instructions regarding the application of the sealer, and test sealer to ensure desired results.

If you've installed Norstone in a pool, it will be important to re-seal your application periodically. We recommend every 18-24 months, or whenever you notice that your sealer has worn off. This maintenance will ensure the stone stays stable and in good condition.

**ROUTINE MAINTENANCE:** Though natural stone will last many lifetimes, routine maintenance may be required from time to time. Depending on the application – as with any wall finish - various types of scaling or build-up may occur. Should you experience a need to clean your Norstone Panels or Tiles:

- Regular dusting for interior applications and hose washing for exterior applications is recommended.
- In the event that cleaning agents are needed, please select a natural detergent that is non-corrosive and non-acidic to remove build-up in problem areas. Test your detergent in an inconspicuous place to verify compatibility and results.
- In some cases, a low grade pressure wash may be used. However, the stone should never be exposed to a direct angle of attack from the nozzle. Note that up-close attack from a pressure washer may corrode the stone, so please stand a minimum of 5 feet away when pressure washing.

## **WARNING**

### **DO NOT:**

- Acid wash the stone unless otherwise directed by the manufacturer.
- High Pressure Wash the stone (directly or indirectly).
- Use any sharp object, such as a steel scraper, knife, or screwdriver, to remove stubborn deposits from the face of the stone. This can result in damage to the natural texture of the product.

We welcome your questions, so please visit us on the web at [www.norstoneusa.com](http://www.norstoneusa.com) or call into one our branches at 866.717.4548.