CONCRETE WORKS
artisan concrete

ICT Sealer Care & Maintenance Guide for GFR Concrete Pieces

At Concrete Works, we take immense pride in the quality of our craftsmanship and the level of customer service we provide. Your satisfaction is our top priority, so please don't hesitate to reach out to our office with any questions or concerns regarding your new surface.

We truly appreciate your business and hope you enjoy your new installation. To help you maintain its beauty and longevity, we encourage you to take a moment to read through our informative care and maintenance guide. It contains essential tips and best practices to keep your surfaces looking pristine.

Thank you for choosing Concrete Works, and we look forward to serving you in the future!



IMPORTANT INFORMATION FOR THE FIRST 2 WEEKS POST INSTALLATION

- **DO NOT use or touch your piece for at least 48 hours after installation.**
- **DO NOT clean or scrub the surface for at least 72 hours.**
- **Quickly clean up spills, during this period.**
- **AVOID moisture on the surface for the first 72 hours.**
- **DO NOT allow standing water on the surface for the first 14 days.**
- **DO NOT cover with protective plastic sheeting, mats, etc. that can prevent proper drying for the first 14 days.**
- **Covering the surface can retard curing and result in a cloudy or whitening effect.**
- **Use caution when installing appliances and or fixtures.**
- **For the first 4-6 weeks do not leave any items on concrete for a prolonged period of time.**
- **Maximum sealer performance will take up to a few months to develop, depending on temperature and humidity.**

Be sure to review the additional information carefully to prevent any issues after the initial 14 days.

ONGOING CARE FOR YOUR GFR CONCRETE PIECE

- **Avoid leaving acidic foods, beverages, or cleaners (lemon juice, mustard, vinegar, wine, soda, citric acid, tomatoes, etc.) oils, cooking oils, cosmetics, perfumes/colognes,and harsh chemicals/ solvents (ammonia, acetone, hydrogen peroxide, etc.) on the surface. These spills should be cleaned from your concrete promptly. These substances may etch the sealer, leaving a light hazing, and possibly expose or stain your concrete.**
- **Soap dispensers that are positioned in a way that allows the soap to drip directly onto the concrete may result in surface changes. Excess soap should be wiped away as soon as possible and is best avoided. Don't leave bars of soap in a pool of liquid in your basin; rather, put it in a dish with silicone dots beneath it.**
- **Always treat tough stains in a timely manner.**
- **Avoid abrasive soaps, cleaners, or scrubbing pads that can wear off the sealer. We recommend using mild non-abrasive, non ammonia, non-citric acid, non-vinegar, non-bleach soaps and cleaners.**
- **Avoid placing hot pots and pans directly on your concrete surface. Take care when using curling irons or flat irons around your bathroom vanity or sink. Use a trivet or a hot pad.**
- **Do not cut directly on your concrete or drag sharp, hard objects over the surface. Always use a cutting board when cutting or preparing foods. Always use coasters or felt pads below anything with sharp or unsealed edges.**
- **Beware of impact-based damage – use caution with pots and pans as forceful direct impact can cause chipping to occur. Please use standard care and precautions with your concrete pieces.**
- **Always take extra care to wipe up any liquids in a timely manner. Wet objects should not sit for extended periods on the surface. Avoid leaving damp dish or hand towels/ sponges on the surface.**
- **Use coasters and avoid cups or bottles sitting on the concrete for long periods of time as they can trap moisture which can affect the concrete surface adversely. Avoid leaving potted plants or any other wet objects in one spot on the counter for extended periods. Regularly expose covered areas to the air to ensure they dry out. Surfaces that come into contact with running water may naturally patina over time; to limit this erosion, it's best not to use strong detergents or acids.**
- **Quickly wipe up spills.**
- **Everyday upkeep is suggested and requires only wiping down your piece with a microfibre or dry cloth.**
- **General cleaning is best done using a cloth soaked in warm water with mild dish soap of neutral pH.**
- **Soft abrasive cleaning sponges can be used such as Scotch Brite Non Scratch Scrub Sponge for deeper cleaning.**
- **For removing heavier grease, Simple Green is a trusted formula that is non-abrasive and has a mild alkaline pH.**
- **Applying "Pledge" routinely can fill in hairline scratches and give your piece a nice sheen.**

Did your surface get damaged?

One of the benefits of concrete is that in most cases, it is repairable if something were to happen to your piece. We can often do localized repairs, or when necessary we can strip and reseal your piece for a fee. Simply email us at concreteworksbda@gmail.com to set up an appointment to get a quote for repair work.

Do you need to reseal your surface?

Based on use, your surface may need to be re-sealed at some point. This is normal and a process that would be done by our company for a minimal charge to cover time and materials. Depending on the scope of the work and the extent of the wear, this process may take anywhere from 1 to 3 site visits to complete. You can schedule a reseal appointment by emailing us at concreteworksbda@gmail.com.

Sealer information for countertops and sinks.

For optimum protection we have applied ICT Reactive Sealer to your piece. This will enhance the concrete's color while resisting just about any typical/ expected "stain threat". Proper maintenance will ensure that your concrete looks and performs well for years to come. The sealer we use is in accordance with USDA regulations 9 CFR, Section 416.4 and the Food Safety Inspection Service's "Sanitation Performance Compliance Guide". It is a Water-Based, Non-Emitting Penetrating Sealer, with a high resistance to etching from acidic products such as wine and lemons. The sealer is Ultra – Low VOC, similar to water. For indoor countertops reapplication of sealer is recommended every 5-10 years. No stripping is required. For outdoor countertops continued maintenance and reapplication of sealer is recommended every year or depending on use. No stripping is required. Do you need to re-seal your concrete? Based on use, your concrete piece may need to be re-sealed every few years. This is normal and a process that would be done by our company for a fee to cover time and materials. Depending on the scope of the work and the extent of the wear, this process may take anywhere from 1 to 3 site visits to complete. You can schedule a reseal appointment by emailing us at concreteworksbda@gmail.com.

NOTES

For several weeks after applying the sealer you may notice the concrete darken in areas where water or liquids contact the surface. This is normal as the cross linking of the sealer continues. Darkening of the surface is not an indication that the sealer is not working; in fact, it is a normal reaction as the sealer continues to cure. In certain cases hazing/efflorescence of the finish may occur in the first couple of months after installation as moisture inside the concrete continues to escape. This is easily buffed off without the creation of dust. It can also be removed using a soft abrasive cleaning sponge such as Scotch- Brite Non-Scratch Scrub Sponge and water, then dried with a microfiber cloth afterwards. Further efflorescence may occur after buffing/ scrubbing and follow up may be necessary. Please call us if rebuffing is needed. As with all natural, handmade materials,

variation in the finish and color are possible and are not considered a defect. Non structural hairline cracks can form in thin sections and on large pieces and are also not to be considered a defect. Please email concreteworksbda@gmail.com for further information.

For any additional information or questions, please feel free to email us at concreteworksbda@gmail.com. We're here to help.