



Tile & Grout FAQ's

Before contacting our Customer Service Department for service, please be sure to read through the following questions and answers and try the suggested solutions.

Grout is the material used to fill the spaces between the individual tiles. Grout comes in many colors and needs to be sealed to prevent the color from staining.

Penetrating/Impregnating Seal will need to be applied to the grout joints to help protect against moisture penetration and stain discoloration. Depending on traffic patterns and maintenance routines, sealer may need to be reapplied to ensure long lasting grout life. It is best to check the label of the grout sealer that you purchase for further instruction and care.

Cleaning must be done on a periodic basis to remove surface build-up. Light cleaning can be done with a simple concentrated household cleaner while heavy duty grout cleaning may require the use of a professional strength Tile and Grout Solvent. Using an anti-mildew product can help with preventing mildew buildup. These types of products can be purchased at most home centers or flooring dealers. Sweeping or vacuuming the tiled floors periodically is recommended as well. Place protective pads under furniture bottoms to avoid scratching the floors.

Cracks in grout can occur for several reasons. One is due to shrinkage in an environment that is too dry; keeping your home at a proper humidity should help you avoid this problem. Another cause of cracking is the growth of fungus or mold colonies in overly moist areas like the bathroom or shower. It is essential to keep grout clean so that mold and fungus do not form in the grout causing potential damage.

Repair of cracked grout in moist areas is essential because cracks allow water to seep in and penetrate behind the tiled area, potentially causing damage to the sub-surface material.