



Owner's Manual

Your Riverbed Diamond Polished Concrete flooring is now complete.

You have chosen the premier in diamond polished, concrete flooring systems. The system includes mechanically grinding/polishing, combined with a special liquid floor hardener, sealer and densifier. Our polished concrete gives your floor an unequaled combination of good looks, low cost maintenance and durable long life. This Owner's Manual explains the floor treatment process that your floor has received and suggests a few low cost ways to maximize its benefits. The following suggestions are designed to help you keep your polished concrete floor looking its best and lasting its longest.

The single most important thing you can do is, wash it.

Your polished concrete floor will improve with proper care and age. Unlike most coatings, paints, waxed tiles or other sealers that you may have experienced in the past, you will find that with proper care your polished concrete floor will look better as it ages. When first resurfaced and sealed, our process initiated a complex chemical reaction that densified weak elements present within the concrete and produced a denser, stronger and more beautiful floor. This densification process takes place naturally over time, but can be accelerated simply by washing and maintaining your floor. It is recommended to wash your floor frequently and regularly with **Riverbed Concrete's General Cleaner** (a solution of zero to low pH soap) and water. You may also choose to clean your new floor with **Riverbed Concrete's Conditioner** (a polished concrete conditioner) from time to time. For more information on the use of a RbC's Conditioner, its potential benefits and where to purchase, please see the information below or call Riverbed Concrete. Cleaning the floor regularly during its early life is the single most important thing you can do to maximize the long-term benefits of your new Polished Concrete Floor.

As your newly polished floor continues to internally densify, rapidly at first, then gradually over time, your cleaning time will diminish and your floor will increase in both beauty and in resistance to contaminant penetration. This treated surface will not wash off, so please maintain it often and regularly.

Waxes and other coatings are not recommended for your Polished Concrete Floor.



The presence of waxes and coatings will impair the natural process of densification. In fact, coatings and waxes are now a waste of your money. They are not needed to maintain the beauty of your Polished Concrete Floor. Remember, the only thing you need to do to maintain your floor's beauty is wash it regularly with **RbC's General Cleaner**.

Improvement with age: Your Polished Concrete Floor will continue to improve over time.

Polished Concrete Flooring does not use any film-forming sealers or waxes. Its shine is a natural result of the professional polishing steps in the process. However, in order to maintain that shine and to extend the life of the finish, the concrete has been treated with a penetrating chemical hardener and densifier, which will become part of the concrete. It will not wear off. In contrast to sealers which look their best the first day, Polished Concrete Flooring will continue to "look its best" for years to come.

Chemical densification of your concrete occurs over time. After the Polished Concrete System has been applied to your floor, the chemical densification of your concrete floor by our treatment begins immediately and then continues to increase. Your floor is still somewhat susceptible to staining. A good maintenance program will ensure a healthy start, and long life, to your new floor.

Protecting your floor from oil and food spills.

Protect your new floor from accidental spills. Most spills on treated floors are easily prevented from penetrating deeply into the concrete and will be typically contained at the very surface by the chemical densifier. A facility maintenance program of regular cleaning eventually lightens and removes most stains. Spot removal may be necessary, but continued cleaning gradually decreases the future possibility of contaminant penetration and staining.

All oil and food spills should be cleaned up immediately. The potential for staining will increase the longer a contaminant remains in contact with the floor. Over time, however, your Polished Concrete Floor will build a permanent resistance to most contaminant penetration. If a stain does develop that needs to be removed immediately, you may call Riverbed Concrete to schedule a repair. You may also choose to DIY repair by using **Riverbed Concrete's Poultice Paste** (see information below). **RbC's Poultice Paste** can be purchased by calling Riverbed Concrete. When properly used, Poultice Paste will remove most any stubborn oil stains.

Special Instructions for Food Store Managers:



All acid based foods and food ingredients, especially vinegar (acetic acid) and vinegar-based dressings, must be flushed, neutralized and picked up immediately. In just a short time, exposure of these acid based products to the concrete surface may cause it to become stained, pitted or etched. Etching the concrete will dull the polished appearance of the floor in the area that has been exposed. To neutralize a spill, after mopping up the ingredient, scrub the affected area with **Riverbed Concrete's Acid Neutralizer** (a mild solution of an alkaline cleaner). If you have a problem with spills causing a discoloration or etching of your floor, contact Riverbed Concrete for assistance.

Polished Concrete Floors are certified as “High Traction” by the National Floor Safety Institute.

Treated Polished Concrete Floors are certified by the NFSI as “High Traction”. This certification extends to polished concrete surfaces that have been densified and continues when maintained. Floor safety is the number one concern for floor owners across the United States. Your use of the proper cleaning procedures ensures that your company is following proper steps to provide floor safety to its employees and customers.

How often should I clean my Polished Concrete Floor? Wash the floor frequently with soft pads or brushes.

Our recommended maintenance program consists of frequent and thorough cleanings. Frequency of washings will vary, as it may be necessary daily, weekly, or less frequently depending on floor usage and age. Many building owners find that a mechanical walk-behind or ride-on scrubber is the most efficient and economical means of regularly cleaning their floor. Do not use aggressive abrasive pads or brushes. The use of black scrubbing pads or “nylogrit” type brushes may dull the surface gloss. A white pad is recommended. Wet mops work well on small floors or places where a mechanical scrubber will not fit.

Special treatment procedures for colored concrete.

There are no special cleaning procedures necessary to clean Polished Concrete Floors that are integrally colored or have received a decorative color. However, in order to preserve the beauty of a color-stained floor for as long as possible, it is beneficial to adhere to a frequent cleaning schedule. Foot or wheel traffic on top of a dirty floor will, over time, slowly abrade and remove the surface, and therefore the color will begin to show wear patterns. Removing the dirt through regular and frequent washings will provide a long term, color stable finish.



Special Instruction for Specific Cleaning Procedures

Below, you will find cleaning procedures addressing specific cleaning and maintenance procedures. Please be aware that all concrete surfaces are different and as such all cleaning methods below should be sampled in an inconspicuous space to ensure compatibility with your specific concrete flooring. Please call Riverbed Concrete Inc. 830.981.2210 for questions regarding the care and maintenance of your concrete flooring. Your concrete flooring is considered a final and completed system. Any repairs, request, or alterations (including cleaning) will incur additional fees. It is the responsibility of the owner/contractor to coordinate the post construction and general cleaning of this final installation.

Commercial Cleaning/Post Construction Cleaning:

Unless otherwise stated, once Riverbed Concrete leaves the jobsite, your installation is complete and final. It is the responsibility of the professional cleaning and post construction cleaning crews to properly prepare and provide final cleaning of Riverbed installed concrete flooring for use by the owner prior to owner occupancy.

1. Deep Cleaning

Deep cleaning to lessen the appearance of oils and to remove caked on grim and filth from construction or construction use should be performed utilizing Riverbed Concrete Inc. General Cleaner at a dilution of 2-3 oz/ 1 gal as indicated in the General Cleaner instruction. This can be performed with a rotary or auto scrubber using an industry approved pad for the use of general cleaning. Please conduct a test sample using the pad to ensure it is not too aggressive. An indicator of a pad being too aggressive is the removal of any top coating, the excessive wear of a top coating, the appearance of swirls or scratches left in a circular pattern, or excessive scuffing or dulling of the surface.

2. Oil Staining

Oil stains are identified as dark colored stains on the concrete surface. These stains often can be removed with the use of Riverbed Concrete Inc. Poultice Paste. Please test for compatibility. Please be aware that poultice pastes should be applied cautiously. They are powerful and in addition to removing an oil stain, will often also remove any coatings, sealers and or stains/dyes/color from the concrete surface. They may also etch the concrete surface. Test for compatibility and spot treat only.

3. Etching / Acid damage

Etching is caused from acid etching and is identified as a light colored blemish in the concrete surface. Acid damage may be caused from a variety of factors including but not limited to: Uric

acid, acidic liquids such as juices and wine, harsh cleaners and high pH cleaners, vinegar products, etc. All acidic spills should be cleaned immediately and treated with Riverbed Concrete Inc. Acid Neutralizer. If etching is present post cleaning, a light repair with water and automotive sandpaper (recommended 400 grit and higher) or diamond abrasive pad will be required to buff the affected area.

4. Rejuvenating the Shine

- a. It may become necessary to rejuvenate the shine of a concrete floor installation. This may be necessary immediately during construction, post construction, or after daily use. With proper care and maintenance during construction it should not be necessary to make any alteration to the installed flooring requiring Riverbed Concrete Inc. to return to your project. Any request to do so will result in added fees. Otherwise, please contact your professional cleaning / post construction crews and have them abide by Riverbed Concrete Inc. instruction for care.
- b. Polished concrete flooring: For polished concrete installations with no application of a topical guard, the polished concrete surface can be enhanced in gloss utilizing a high speed burnisher and appropriate diamond impregnated pad combination. Please be aware that all concrete flooring is different and testing should be conducted to determine the correct pad combination to enhance/rejuvenate the shine without damaging the concrete surface. Please conduct a test sample using the pad to ensure it is not too aggressive. An indicator of a pad being too aggressive is the removal of any top coating, the excessive wear of a top coating, the appearance of swirls or scratches left in a circular pattern and excessive scuffing or dulling of the surface.
- c. Stained and sealed concrete flooring: Your stained and sealed concrete flooring has been sealed with a topical acrylic sealer. These sealers are more easily damaged compared to polished concrete flooring, and as such extra care should be taken to protect the surface. If mild scratches, scuffing or lose of shine occurs during construction or from daily use, the surface can be maintained utilizing a floor buffer (high speed machines should only be used by professionals and done so with extreme caution). The use of Riverbed Concrete Inc. Floor Finish is recommended in conjunction with a cleaning pad affixed to the above referenced floor buffer. Please conduct a test sample using the pad to ensure it is not too aggressive. An indicator of a pad being too aggressive is the removal of any top coating, the excessive wear of a top coating, the appearance of swirls or scratches left in a circular pattern and excessive scuffing or dulling of the surface.

General and Daily Cleaning

1. It is important to keep your flooring clean from dust and debris to minimize slip hazards and to prevent an abrasive affect to the concrete flooring surface. Dust can act as a ball bearing effect under foot traffic causing increased slip potential and voids the NFSI, high traction rating for polished concrete flooring. Larger debris such as dirt and sand, etc. will have a detrimental long

term effect to the surface of your concrete flooring, especially under high traffic commercial demands.

2. Dry dust mopping should be implemented on a regular basis.
3. Wet mopping should also be performed on a regular bases utilizing Riverbed Concrete Inc. General Cleaner at a ratio of 1oz / gal as indicated on the General Cleaner instructions. Rotary and autoscrubber pads should be used with caution while paying close attention to the grit of the pad and its intended use. The regular use of rotary cleaning to sealed concrete flooring may expedite the need to re-seal. Rotary and autoscrubber pads should also be used with caution on polished concrete flooring, and may over time lessen the intensity of dye colorants. Reference, "Rejuvenate the Shine" above for further descriptions of pad use.
4. Riverbed Concrete Inc. Conditioner should be used on polished concrete flooring only. Its use will further fortify the polished concrete surface impregnating the concrete with the chemical reaction required for densified, hardened concrete. This practice will prolong the shine and integrity of your polished concrete flooring. Please reference instructions.

Note: Contained in this list of procedures is the recommendation to use Riverbed Concrete Inc. cleaning products. These cleaning products are a requirement to maintain your warranty. Please reference specific instructions included with each product on the label or found the downloadable documents found at: www.riverbedconcrete.com



GENERAL WARRANTY

Riverbed Concrete Inc., does hereby guarantee and warrant all work performed by Riverbed Concrete Inc. on the above referenced project for a period of one (1) year from substantial completion of contracted work. This warranty provides that all materials and equipment furnished under the contract is of good quality and new. The work will be free from defects excluding what is inherent in the nature of the product or permitted in Riverbed Concrete Inc. allowable tolerance, and the work will conform to the requirements of the contract documents.

This warranty excludes failures caused by occurrences beyond Riverbed Concrete Inc's control including, but not limited to, acts of God or public enemy, acts of war, rebellion or sabotage: fires, floods, explosions, accidents: riots or other acts of workers, whether direct or indirect: or, any other causes whether or not of the same cause or kind as those specifically named above, which are not within the control of the party affected and which, by the exercise of reasonable diligence, said party is unable to prevent or provide against.

Riverbed Concrete Inc. does not warrant for negligent use of its installed/manufactured products. Strict adherence to Riverbed Concrete Inc. documents, contracts, agreements, instruction, care & maintenance, and all expressed information must be adhered to for compliance with warranty terms.

Riverbed Concrete Inc. general warranty is considered void if cleaning products outside of the Riverbed product line are used (unless under prior written approval). Warranty is void unless all required paperwork and documents have been signed and approved.

Amendments to warranty:

Signed: _____ Date: _____
(Signature only required if amendments present)

General Cleaner

Riverbed Concrete General Cleaner is an all purpose cleaner for polished concrete flooring, stain and seal concrete flooring, concrete counters/sinks/tiles, and other pre-cast concrete features. It's neutral formula contains low residue, which rinses clean and is specifically designed for use on decorative concrete surfaces.



Instructions for Use:

Preparation: Sweep or vacuum to remove loose materials from surface.

Equipment: Apply w mop, autoscrubber, or rag.

Storage and Handling: Store in cool dry place. Do not alter or mix with other chemicals.

Application: Always test for suitability, dilution rates and desired results before overall application. Dilution: Normal clean-1 oz of cleaner/1 gal fresh water ; Deep clean-2oz of cleaner/1 gal fresh water.

Application Instruction: Apply with mop or autoscrubber. Mop up used cleaner or vacuum with autoscrubber. After deep clean rinse well with fresh water. Do not let puddles dry on the concrete surface. Buff with White pad to increase shine.

Clean Up: Clean tools and equipment w fresh water.

Safety Info: Contains Octyldimethylamine oxide, decyldimethylamine oxide. Causes eye and skin irritation. Harmful if swallowed. Avoid eye and skin contact. Wear protective equipment as necessary to avoid contact. Do not alter or use for other than specified. First Aid: Ingestion: do not induce vomiting. Get immediate medical assistance. Eye Contact: Rinse thoroughly for 15 min. Get medical assistance. Skin contact: Rinse thoroughly. Get medical attention if irritation persists. Inhalation: Remove to fresh air. Get medical attention as necessary. 24 Hour emergency: INFOTRAC, 800.535.5053. Complete product literature by Riverbed Concrete Inc. 830.981.2210. Refer to product data and MSDS for complete application and precautionary information.

Conditioner

Riverbed Concrete Conditioner is a concrete cleaner containing a chemical densifier to aid in maintaining the gloss of polished concrete by reinforcing and rejuvenating the chemical densification structure.



Instructions for Use:

Preparation: Sweep or vacuum to remove loose materials from surface.

Equipment: Apply w mop or autoscrubber.

Storage and Handling: Store in cool dry place. Do not alter or mix with other chemicals. Do not freeze.

Application: Always test for suitability, dilution rates and desired results before overall application.

Frequency: Apply to high traffic areas 3 times/week. Apply to secondary traffic areas 1-2 times/week.

Dilution: 1-2oz. / 1 gallon of water.

Application Instruction: Apply with mop or autoscrubber. After deep clean rinse well with solution of Riverbed Concrete General Cleaner at 1 oz./ 1 gallon of water.

Clean Up: Clean tools and equipment w fresh water.

Safety Info: Causes eye and skin irritation. Harmful if swallowed. Avoid eye and skin contact. Wear protective equipment as necessary to avoid contact. Do not alter or use for other than specified. **First Aid:** Ingestion: do not induce vomiting. Get immediate medical assistance. Eye Contact: Rinse thoroughly for 15 min. Get medical assistance. Skin contact: Rinse thoroughly. Get medical attention if irritation persists. Inhalation: Avoid inhaling mist and use in ventelated areas. Remove to fresh air. Get medical attention as necessary. 24 Hour emergency: INFOTRAC, 800.535.5053. Complete product literature by Riverbed Concrete Inc. 830.981.2210. Refer to product data and MSDS for complete application and precautinary information.

Acid Neutralizer

Riverbed Concrete Acid Neutralizer provides exceptional acid damage prevention to polished concrete surfaces for DIY application. Providing effective prevention from acidic liquids (wine, pickle/lemon/citric juices, battery acid, etc.) commonly subjected to concrete flooring during construction phases or during daily use.



Instructions for Use:

Directions:

1. Shake well before using.
2. Clean/eliminate as much surface contamination as possible
3. Pour Acid Neutralizer on spill immediately, saturating completely.
4. Immediately absorb with cloth, sponge or similar, to completely remove all surface liquid.

Caution: Use of this product on some decorative stained concrete surfaces may reduce or remove colorant. Always test for suitability and desired results before overall application. Keep away from children. Use proper protection when using this product. **First Aid:** In case of eye or skin contact: Flush with water continuously for (15) minutes. **DO NOT MIX OR USE WITH CHLORINE BLEACH** to avoid irritating fumes. Seek medical attention in all cases of eye contact, ingestion, or if irritation persists. In case of emergency, call CHEMTREC at 1-800-424-9300. Complete product literature by Riverbed Concrete Inc. 830.981.2210. Refer to product data and MSDS for complete application and precautionary information.

Pultice Paste

Riverbed Concrete Pultice Paste concrete stain remover provides exceptional oil and grease lifting from porous surfaces. Effective on oil and petroleum based stains (motor oil, transmission fluid, brake fluid, cooking oils, etc.) commonly found on concrete flooring during construction phases or during daily use.



Instructions for Use:

Directions:

1. Shake well before using.
2. Clean/eliminate as much surface contamination as possible (Riverbed Concrete General Cleaner at full strength is recommended)
3. Pour Pultice Paste on stain covering completely.
4. Let dry completely.
5. Sweep away dried material.
- 6 Repeat as necessary.

For difficult stains scrub into surface, let dry and sweep away.

Caution: Use of this product on some decorative stained concrete surfaces may reduce or remove colorant. Keep away from children. Use proper protection when using this product. **First Aid:** In case of eye or skin contact: Flush with water continuously for (15) minutes. If swallowed, drink large amounts of water to dilute ingested product. **DO NOT** induce vomiting. Seek medical attention in all cases of eye contact, ingestion, or if irritation persists. In case of emergency, call CHEMTREC at 1-800-424-9300. Complete product literature by Riverbed Concrete Inc. 830.981.2210. Refer to product data and MSDS for complete application and precautionary information.