

## Owner's Manual

### Protecting your stained concrete flooring

Stained concrete floors are tough and durable but are not impervious to wear and tear. General care and maintenance should be observed to ensure your investment looks and performs great for many years.

Plastic glides, felt pads or Magic Movers should be affixed to heavy furnishings or those which will move frequently. Use the same precautions you would use for a hard wood floor. A door mat at the outside (Hemp or Rope style) and inside entrance (one with a perforated, breathable back and that is not made from rubber or plastic) of a home will pick up over 85% of the dirt that would otherwise be tracked inside.

One important thing to mention about your walk-off mat is how to choose one. For the first month, an open-back mat such as a carpet remnant should be used while the sealer/finish cures. Plastic-backed products should NOT be used for your mats. An acrylic, rubber, or plastic backed mat can cause discoloration or sealer failure under and around the mat.

### Cleaning your stained concrete flooring

#### Daily Maintenance

- Dust Mop Regularly - This will remove the fine dust and grit which can grind away floor finish (Sealer and/or Wax). It will help prevent major floor finish deterioration caused by normal foot traffic. The best results are obtained by using a Micro-Fiber Dust Mop.
- NEVER use a "**Swiffer Wet-Jet**" type of cleaning tool. The liquid in these devices contain trace amounts of Solvent material. The Solvent will harm the sealer. Also, you should not use Ammonia, Bleach or Pine Sol.

#### Damp mopping - use cool water

- Damp mopping with cool water and **Riverbed Concrete's General Cleaner** (a neutral ph cleaner) will protect the floor finish. It will not dull the finish and will enhance the gloss retention. (See below for General Cleaner specifications and additional information.)
- Follow the recommended dilution rates on label directions.
- The mop should be wrung out tightly so that it is just damp. Do not allow the cleaning solution to puddle.

### Waxing and sealing your stained concrete flooring

Wax is an optional sacrificial coating which when applied correctly can protect the sealer, and bear the brunt of the scuff and scratches. An optional coating of **Riverbed Concrete's Floor Finish** may be requested by the customer and will be itemized as an additional coating on the final invoice. (See below for Floor Finish specifications and additional information.)

- Re-waxing depends on the traffic and abuse subjected to the floor. It varies by owner and application (commercial/residential) and may be anywhere from:
  - High Traffic Areas: Every 4-5 weeks
  - Moderate Traffic Areas: Quarterly – Semi Annually
  - Low Traffic and/or Edges: Annual or greater



## Neutral Cleaner / Wax: Troubleshooting

<b>Problem</b>	<b>Probable Cause</b>	<b>Solution</b>
Floor is Streaky.	Floor was still dirty before mopping	Allow floor to dry and dust mop
Footprints at entrance area.	Dirty Walk-Off Mat(s).	Shake/Clean walk-off mats.
Floor is Spotty.	Too much solution water remained on floor.	Water solution shouldn't puddle. Use a <u>damp</u> mop so liquid will not stand on floor.
Floor is Sticky.	Too much cleaner solution in water.	Re-mop floor with clean water to remove excess cleaner. Sample solution ratio: Use 1 OZ of solution to 1 Gal of clean water.
Floor has a Milky White Spot	Something wet remained on the floor causing the acrylic in the sealer/wax to discolor.	Wipe up any remaining liquid and allow floor to dry. Once dry, the Milky spot will fade.

\*\*\*Don't forget to rinse & clean the mop & bucket after use. Shake or brush off dust mop before using.

### Cleaning Methods

Do NOT use:

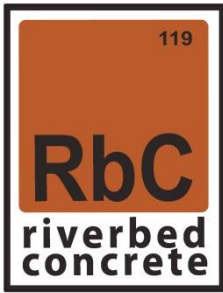
- High pressure washer equipment
- High alkaline cleaners, degreasers, or strippers
- Solvent cleaners
- Floor pads: green, brown, or black (noted for commercial cleaners)
- Nylo-grit or Strata-Grit rotary brushes (noted for commercial cleaners)

### Sealer Damage

If gouging or other damage occurs, spot retouching can repair the problem area/s. If retouching is required please contact Riverbed Concrete (830.981.2210).

- It is recommended that all necessary maintenance or repairs be performed immediately. Exposure of unprotected, damaged sealer will leave the floor vulnerable to further damage or wear. This may become irreversible.
- Wearing off the sealer will expose the stained floor making it vulnerable to damage. To protect the finished concrete and stain color, a properly functioning top coat of sealer/wax must be maintained. If any bare concrete is noticed please contact Riverbed Concrete to schedule a re-coating of sealer or wax.

\*Please Note: The maintenance instructions below are intended for reference purposes only. Always test a small area to ensure your products and systems are compatible with the installed Decorative concrete system. Ensure all sealers and coatings are fully cured before the application of any maintenance products.



## **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](http://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)

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# 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.

# Floor Finish

Riverbed Concrete Floor Finish is formulated for use on stain & seal concrete flooring. It contains 20% solids to provide an exceptionally durable, high gloss shine, while resisting scuff, heal marks, and slips. Riverbed Concrete Floor Finish performs well with stained and sealed concrete flooring and will provide lasting, low maintenance protection.



## Instructions for Use:

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

**Equipment:** Apply w dry rayon string or micro fiber mop.

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

**Application:** Always test for suitability and desired results before overall application. Pour into a clean bucket. Using a dry mop apply 1-4 coats of finish. To achieve a thin, even coat, move the mop in continuous figure eight motion. Allow floor to dry completely between coats to prevent hazing and to ensure adhesion. Approximately 30 minutes under normal conditions. Do not use fans to reduce drying time. Maintain floor by frequent dry dust mopping and daily damp mopping with Riverbed Concrete General Cleaner to provide a long lasting, clear gloss finish. To periodically rejuvenate the gloss, spray buff floor while using a low speed buffing machine with a red pad, or a high speed burnisher with a natural or beige pad.

**Safety Info:** Contains Glycol Ethers. 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.