

TOPCRET USA LLC

MICROCEMENT USA

CARE AND MAINTENANCE GUIDE

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Technical guidance issued by Topcret USA LLC. Subject to the Topcret USA Terms and Conditions applicable to each transaction.

WHEN THESE TERMS APPLY

This Guide explains how to look after a Topcret microcement surface: what to do in the first three weeks, how to clean it, what never to use on it, and how often the protective layer must be renewed. It is issued to the owner or occupant at handover and should be passed on to any future owner.

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1. STATUS OF THIS GUIDE

This Guide sets out how to look after your microcement surface. It is incorporated into the Topcret USA Terms and Conditions and forms part of them.

This Guide is the single source of the maintenance requirements that condition every warranty granted by Topcret USA. The Terms and Conditions incorporate it and refer to it rather than restating it. The version that applies to your project is the version current when the quotation was issued; superseded versions remain available at topcretusa.com/terms.

FOLLOWING THIS GUIDE IS A CONDITION OF EVERY WARRANTY GRANTED BY TOPCRET USA. FAILURE TO FOLLOW IT VOIDS THE WARRANTY FOR THE AFFECTED AREA.

This Guide replaces, for the United States, any maintenance guidance published by the manufacturer or on non-U.S. Topcret websites.

2. THE FIRST 21 DAYS

Microcement is open to light foot traffic 24 hours after the work is finished, but it does not reach full hardness until day 21. Protection during this period is the owner's responsibility, and damage caused during it is not covered by any warranty.

- 24 hours: light foot traffic only. No heavy traffic and no other trades on the surface.
- 48–72 hours: the floor may be covered with a breathable material such as Ramboard, smooth unprinted side to the floor. Non-breathable sheeting, taped plastic, and adhesive tape applied directly to the finish are prohibited.
- 5 days: furniture and appliances may be placed but not dragged; felt protectors must be fitted to all legs.
- 7 days: avoid prolonged accumulation of standing water.
- 21 days: full cure and final hardness. Rugs, mats, non-breathable coverings, aggressive cleaning, and wet-area use are prohibited before this point.

DAMAGE CAUSED BY OTHER TRADES, BY PREMATURE LOADING, BY DRAGGED FURNITURE, BY TAPED OR NON-BREATHABLE COVERINGS, OR BY USE BEFORE FULL CURE IS NOT COVERED BY ANY WARRANTY AND IS CHARGEABLE IF TOPCRET USA IS ASKED TO REMEDY IT.

3. ROUTINE CLEANING

No special equipment is required. A mop is sufficient.

- Dry dust or vacuum before any wet cleaning. Abrasive grit is the principal cause of surface wear.
- Damp mop with clean water and a pH-neutral (pH 6–8) cleaner diluted per the label.
- Frequency: light residential — weekly. Heavy residential, kitchens, and bathrooms — twice weekly. Commercial and high-traffic — daily.
- Rinse with clean water; do not allow cleaner residue to dry on the surface.
- Wipe spills immediately, particularly wine, coffee, citrus, oils, cosmetics, and cleaning chemicals.
- Felt protectors under all furniture legs; entry matting at all exterior doors.

4. NEVER USE

These products and practices damage the surface, the color layer, or the protective system. Their use voids the warranty for the affected area.

- Acids of any kind, including hydrochloric, muriatic, phosphoric, sulfamic, and citric; limescale, rust, grout haze, and cement removers.

- Bleach, chlorine, ammonia, alkaline degreasers, and any cleaner outside the pH 6–8 range.
- Solvents, acetone, paint thinner, mineral spirits, and adhesive removers.
- Abrasive powders, scouring pads, steel wool, melamine sponges, and abrasive polishes.
- Steam cleaners, pressure washers, floor scrubbers with abrasive pads, and wet-vacuum systems.
- Wax, polish, or sealer not supplied or specified in writing by Seller.
- Adhesive tape, non-breathable sheeting, and rubber-backed mats left on the surface.
- Dragging furniture, appliances, or equipment across the surface.

If you are unsure whether a product is safe, do not use it. Ask Topcret USA first: info@topcretusa.com

5. RENEWING THE PROTECTIVE LAYER

The protective sealer is a wear layer, not a permanent part of the surface. It wears down with use and must be renewed. This is the single most common reason a microcement surface deteriorates before its time.

RENEWAL AT THESE MINIMUM INTERVALS IS A CONDITION OF THE WARRANTY.

Use class	Minimum interval	Notes
Residential walls, ceilings, low traffic	Every 4 years	Inspect annually for wear at contact points.
Residential floors, general	Every 2–3 years	Entryways and kitchen zones may need earlier attention.
Kitchens, bathrooms, wet areas	Every 2 years	Reapply immediately if water no longer beads.
Commercial and high-traffic floors	Every 12 months	Or sooner where traffic counts justify.
Exterior, balconies, terraces	Every 12 months	Inspect after each winter and each hurricane season.
Worktops and horizontal work surfaces	Every 12 months	Never place hot items directly on the surface.

Renewal must use the protective system specified by Topcret USA and be carried out by Topcret USA or by an applicator approved in writing by Topcret USA. Use of a third-party sealer voids all warranties.

5.1 Keep a maintenance log

Keep a written or digital record of the date, the product used, and who carried out the work, for each renewal of the protective layer and each change of cleaning regime. Topcret USA will ask to see it if you make a warranty claim, and its absence is grounds for denying one.

6. WET AREAS

Squeegee the surface after each use, ventilate to remove standing humidity, avoid alkaline and acidic products in contact with the surface, and never use limescale removers. Standing water must not be allowed to accumulate. Water penetration through joints, drains, fixtures, or penetrations is a plumbing and waterproofing matter and lies outside every warranty granted by Topcret USA.

MICROCEMENT IS IMPERMEABLE, BUT IT IS NOT A WATERPROOFING SYSTEM. THE WATERPROOFING IN A SHOWER OR WET ROOM SITS BENEATH THE MICROCEMENT AND WAS INSTALLED BY OTHERS. IF YOU SEE WATER WHERE IT SHOULD NOT BE, TREAT IT AS A PLUMBING OR WATERPROOFING MATTER AND REPORT IT IMMEDIATELY.

7. WARNING SIGNS — REPORT THESE IMMEDIATELY

Report immediately any blistering, bubbling, softening, dampness, dark patching, white powdery deposits (efflorescence), or loss of adhesion, particularly at the perimeter of a room, along slab joints or cracks, near plumbing runs, or following heavy rainfall or a change of season. These are characteristic signs of moisture rising from beneath the substrate. Do not clean, cover, coat, or repair the area. Continuing to use or cover it accelerates the damage.

Contact Topcret USA at info@topcretusa.com as soon as you notice any of these. Under the warranty you must give written notice within thirty (30) days of first becoming aware of the problem, and Topcret USA must be allowed to inspect before anyone else carries out repair work. Remedial work by others before inspection voids the warranty for that area.

8. SURFACE REGENERATION PROGRAM

Where a surface has suffered heavy soiling or abrasion, a chargeable Surface Regeneration service is available, consisting of removal of the top color layer, application of a fresh color layer, and reapplication of the protective system. This is a paid maintenance service, is not a warranty remedy, and does not extend or restart any warranty period.

It restores a worn or heavily soiled surface to its original appearance without removing the whole system. Contact Topcret USA for a quotation.

9. REVISION RECORD

Version	Effective	Change
MNT-US-v1.0	August 1, 2026	First U.S. edition. Replaces the manufacturer's Maintenance Manual for the United States. Cleaning products corrected to a single pH-neutral standard; European retail brand references removed; the waterproofing statement qualified.
MNT-US-v1.1	August 4, 2026	This Guide becomes the single source of the maintenance requirements. The Terms and Conditions now incorporate it and refer to it rather than restating it in a schedule.