

Problem or Issue	Solution
<p>The Floor has lost its original beauty</p>	<p>If the floor has only lost its lustre and is opaque, but is still in good condition overall (i.e. without embedded oil stains or similar).</p> <p>Wash with Fila PS/87 and then rinse well. When the floor is dry, apply a coat of FilaNaturwax, without putting on an excessive coating, followed by a second coat of maintenance wax and final buffing.</p> <p>If the floor is also very dirty and badly stained, it is best to treat with Fila PS/87 or Filasolv to remove the dirt-filled solid wax. When the floor is dry, restore as above, applying a more generous coat of FilaNaturwax and another coat of maintenance wax.</p>
<p>The floor is opaque after maintenance</p>	<p>After washing with detergent or wash-n-wax, the floor may remain opaque as a result of detergent or water residues. To prevent this phenomenon from occurring, buff the floor using a woolen cloth or floor polisher every time it is washed.</p> <p>A frequently polished floor is less susceptible to dirt and requires less washing.</p>
<p>The wax under a pot has become lighter</p>	<p>The phenomenon of floor whitening under a pot may be attributed to two causes:</p> <ol style="list-style-type: none"> 1. Built-up lime scale from water (this is also often noticed below a leaking water radiator). To restore the area, just wash with Deterdek and, if necessary, reapply the maintenance wax; 2. Dampness from the pot attacking the wax. Wash with Fila PS/87 to strip the affected tiles, scrubbing with an abrasive sponge and mopping up the residue with absorbent paper or dry cloths. Then reapply a coat of FilaNaturwax and one of maintenance wax. <p>To prevent this from recurring, it is recommended to use potholders on feet that allow air to circulate under the pot.</p>
<p>Black Heel Marks on Waxed Floor</p>	<p>It is quite normal that black marks caused by rubber shoe heels and chair and furniture feet occasionally appear on the treated unglazed tile surface. These may be removed with concentrated FilaCleaner detergent and a damp abrasive sponge. Scrub, rinse, then reapply liquid wax.</p> <p>When the floor is very susceptible to such marks, it is an indication that the surface is dry and poorly covered with solid wax, meaning the surface has become rough and causes friction with shoe heels. This may be restored by cleaning the floor with Fila PS/87. When the floor is dry, lay a coat of Naturwax avoiding any excess, then, after 8 hours, a coat of liquid wax.</p>
<p>White heel on the waxed floor</p>	<p>White heel marks appearing easily on the treated floor indicate excessive wax. In this case routine maintenance with liquid wax should be suspended for a while. The floor should then be washed with FilaCleaner and polished often with a floor polisher.</p>

	Simple polishing is sometimes enough to restore the marked floor and make it more resistant.
Alcohol or ammonia has dripped onto the waxed floor	Alcohol and ammonia, or products containing these substances, will whiten wax finishes. In such cases it is necessary to strip the whole tile using Fila PS/87, then rinse well with water and apply a new coat of pure wax followed by top coat wax.
Cold oil has dripped onto the treated floor	<p>If cold oil that has dripped onto a tile is removed with absorbent paper within a few hours and the tile is washed with FilaCleaner, no rings will remain.</p> <p>If the oil is left for several hours, a light ring may result. This can be removed by applying undiluted Fila PS/87 directly to the stained tile or tiles, followed by thorough rinsing with water. When the tile is dry apply a coat of wax.</p> <p>WARNING: if the unglazed tile is very easily marked by cold oil, it is a sign that the solid wax film is deteriorating, or that maintenance is not carried out correctly.</p>
Backs marks (car tires) on exterior terracotta paving	Wash with Fila PS/87. Scrub thoroughly using a stiff brush or floor machine fitted with a green pad. Afterwards rinse with water.
Exterior paving is blackened due to atmospheric agents	Rain, dust and smog can blacken exterior unglazed paving. Washing with Deterdek diluted at 1:5 is sufficient to remove the dirt that deposits over time.
Bloom occurs	<p>Saline blooms may sometimes reappear after the acid wash when the floor is dry. This may happen if the floor was washed too soon or not done properly. Check that the correct amount of time has elapsed since laying, then repeat the operation. Waiting time between laying and the acid wash:</p> <ul style="list-style-type: none"> • 40 days for traditional laying with mortar and cement • 15 days for laying with glue. N.B. these times may have to be extended during winter if the room is not heated.
Mildew and moss on outdoor floor	Spray FilaNoAlgae or a locally available Moss/Algae Remover directly on the surface. The product will start acting immediately, removing mildew. After a few days clean the surface using a water pressure cleaner or wait for the first rainfall.