



## **Maintenance & Care Logic**

**Preserving natural stone long term - for facility management & operators**

### **Natural stone does not age randomly.**

It reacts to what happens to it every day - cleaning routines, usage patterns, neglect.

Many damages are not the result of poor planning, but of missing maintenance logic once the building is in operation.

This guide creates clarity between material, use and maintenance - so natural stone is not only handed over in perfect condition, but **preserved sustainably over time.**

# Purpose & Scope

## Purpose of this guide

This guide supports you in:

- assessing maintenance and care requirements **realistically**
- clearly defining responsibilities in daily operation
- protecting substance, appearance and functionality **long term**

## What this guide deliberately is not

- a cleaning manual for specific products
- a list of chemical recipes
- a substitute for object-specific maintenance plans

If maintenance is not planned, repair is already scheduled.

# Step 1: Assess use & operation honestly

Maintenance does not start with cleaning agents, but with **honesty about usage**.

- private use
- public use
- high foot traffic
- changing users
- professional facility management in place

## Key questions:

- How often is cleaning carried out?
- By whom?



## Step 2: Differentiating types of care

Not every measure is maintenance and not every cleaning process is caring.

### Routine care

- regular cleaning cycles
- material-compatible agents
- trained personnel

### Periodic care

- intensive cleaning
- re-impregnation
- surface refreshment

### Maintenance & inspection

- condition checks
- early damage detection
- preventive measures

**Key distinction:** Pflege erhält Optik. Wartung erhält Substanz.

## Typical care mistakes from practice

- ⚠️ "More chemistry helps more."  
→ often leads to surface damage.
- ⚠️ One cleaning concept for all surfaces  
→ ignores material differences.
- ⚠️ Maintenance only when damage is visible  
→ reactive instead of preventive.
- ⚠️ Missing documentation  
→ no traceability, no security.

## Operational decision logic

Assess maintenance & care objectively:

● **Maintenance concept defined**

→ measures, intervals and responsibilities clarified

● **Partially regulated**

→ risk of visual or functional impairment

● **Not regulated**

→ accelerated wear and rising follow-up costs

- usage considered
- staff trained
- maintenance intervals defined
- measures documented

## Value preservation (investor perspective)

Natural stone is an **asset**. Its condition influences:

- perception & image
- operating costs
- renovation cycles
- resale value

**Key thought:**

Good maintenance is invisible. Poor maintenance never is.



# Closing

Maintenance is not an add-on.  
It is part of the planning – only time-shifted.

This guide helps to view care and maintenance  
not as a reaction,  
but as a **strategic component of the project.**

Further insights, case examples and in-depth knowledge  
can be found in our additional guides and expert formats.n.



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