SLEEK WALLS

Care & Maintenance Guide

Large Format SPC Mineral Core Wall Panels · 2400 × 600 mm

Sleek Walls panels are designed for easy maintenance, with no grout lines to clean. Looking after them is simple, but a few rules matter: some everyday household cleaners can permanently damage the surface, and the sealed joints that keep water out of the wall need checking from time to time. This guide explains how to keep your panels looking their best and protect your 10-year Sleek Walls warranty.

THE ESSENTIALS

1. **Wipe, don't scrub.** Use a damp or wet non-abrasive cloth.
2. **Test first.** Try any cleaning product on a small, inconspicuous area before using it more widely.
3. **Rinse within 10 minutes.** Never leave a cleaning solution on the panels for longer than 10 minutes, and finish with a rinse of clean water below 40 °C.
4. **Never use abrasive or caustic products, bleach, wax or polish.** Abrasive or caustic agents void the warranty.
5. **Check the seals.** Periodically inspect the sealed joints, edges and corners, and have any break in the sealing repaired promptly.

1 Routine cleaning

- Wipe the panels with a soft, non-abrasive cloth that is damp or wet.
- Where a cleaning solution is needed, use one of the products listed in Section 2, following the cleaner manufacturer's guidelines.
- Do not leave any cleaning solution on the surface for more than 10 minutes. Rinse it away within 10 minutes of application.
- Finish with a final rinse using clean water below 40 °C.

2 Suitable cleaning products

Use	Suitable product	How to use it
General cleaning	A solution of citric acid, vinegar or tartaric acid, made up as the cleaner manufacturer directs	Apply with a damp or wet cloth. Rinse within 10 minutes, then give a final rinse with clean water below 40 °C.
Limescale removal (descaling)	Sulphamic acid-based limescale removers **only** – check the product label	Test on a small area first. Follow the product manufacturer's guidelines, rinse within 10 minutes and finish with clean water below 40 °C.

Always test first. Before using any cleaning product for the first time, try it on a small, inconspicuous area of panel and check the result before cleaning a larger area. Always follow the cleaner manufacturer's guidelines.

Concentration. No specific dilution is set for these solutions. Make them up as the cleaner manufacturer directs. If you cannot establish a suitable concentration, do not guess – ask your retailer or Sleek Walls for advice before cleaning.

3 Products and practices to avoid

The following can scratch the surface, alter its finish permanently or damage the panels. **Abrasive or caustic agents void the warranty.** If you are unsure whether a product is safe, check its label for the ingredients below, or ask your retailer or Sleek Walls before using it.

Do not use	Where you may find it	Why
Abrasive compounds, including calcium carbonate powders	Scouring powders and cream cleaners – check the label	Abrasive and damaging to the surface; voids the warranty
Steel wool, scouring pads or other highly abrasive implements	Wire wool, scouring sponges and hard brushes	Causes scratches
Chlorine or other halogen-based bleaches	Household bleach and bleach-based sprays	Prohibited cleaning agent
Sodium hydroxide (NaOH) alkaline solutions	Caustic soda; some oven and drain cleaners – check the label	Caustic; voids the warranty
Antifungal chemical treatments	Mould and mildew treatments – check the label	Prohibited cleaning agent
Wax or polish compounds	Furniture polish, wax and surface polishes	Risk of irreversible change to the surface texture
Descalers other than sulphamic acid-based products	Limescale removers with other acids – check the label	Only sulphamic acid descalers are approved
Rinse water at 40 °C or above	Hot water	The final rinse must use water below 40 °C

4 Stain removal

- Treat marks with the general cleaning method in Section 2: a citric acid, vinegar or tartaric acid solution on a damp or wet cloth, rinsed within 10 minutes, followed by a final rinse below 40 °C.
- For limescale, use a sulphamic acid-based limescale remover only.
- Test any product on a small, inconspicuous area first.
- Never try to remove a stubborn mark with an abrasive cleaner, scouring pad, bleach or caustic product (see Section 3).

Substances known to mark the surface. The panel surface has high stain and chemical resistance, but the product's stain-resistance test records list exceptions, including **iodine-based antiseptics (iodophor)** and **gentian violet**. Keep these substances away from the panels.

If a stain does not respond to the method above, do not try stronger chemicals. Contact your retailer or Sleek Walls for advice.

5 Joints, sealant and trims

The panel material is 100% waterproof. However, the water resistance of the finished wall also depends on its joints, edges, corners, openings and seals remaining correctly sealed. This is particularly important in showers, around baths and in other wet areas.

What is sealed during installation

- An expansion gap of 3–5 mm under the ceiling, filled with silicone.
- In wet areas, the wall behind the panels is waterproofed, with sealing tape at wall joints, sealing collars around openings and sealing corners at wall–floor junctions.
- Joints, edges, internal and external corners and penetrations (such as pipes and fittings), which are detailed and sealed as required for the location.

Looking after them

- **Periodic joint inspection is mandatory.** Check that the waterproof sealing remains continuous: look for sealant that has split, come away, gone missing or been damaged.
- If you find a break in the sealing, have it repaired promptly by a competent installer, using sealant that is compatible with the panels.
- When cleaning around sealant and trims, avoid abrasive products, bleach and antifungal chemical treatments coming into contact with the panels. Seek advice before using cleaning products directly on trims or sealant.

> **Important:** water getting into the wall through failed, missing or incorrectly formed joints, edges, corners, openings or seals is not a manufacturing defect in the panels and is not covered by the warranty. Regular inspection and prompt repair protect both your wall and your warranty.

6 Preventing damage

Heat and location

- Keep the panels away from direct heat. They are not suitable directly next to gas stoves or around fireplaces, or in saunas.
- In kitchens, the panels can be used near induction hobs but not near gas hobs.
- The panels are for indoor use only – not outdoors (for example on balconies or verandas) or in winter gardens.

Impact, cutting and later work

- Avoid impact, scratching and cutting the surface. Do not use sharp or highly abrasive tools on the panels.
- Damage caused by drilling, later trades, new fixtures or alterations is not covered by the warranty. Seek advice before drilling into or fixing anything to the panels.
- Protect the panels during any building, decorating or plumbing work in the room.

7 Recommended inspection routine

When	What to check	If you find a problem
Each time you clean	The surface for scratches, marks or changes in appearance. Make sure only suitable products (Section 2) are being used.	Stop using any product that is causing marks. See Section 4 for stains.
Periodically (mandatory)	That the waterproof sealing remains continuous along the ceiling gap, edges, internal and external corners, trims and around pipes, taps and other openings – especially in showers and around baths.	Have any break in the sealing repaired promptly by a competent installer.

When	What to check	If you find a problem
After any work in the room	Panels, trims and seals near new fixtures, plumbing, building or decorating work.	Have any damaged sealing or panels dealt with before the area is used again.
If you notice a change	Signs that water may be getting behind the panels, gaps opening at joints, or trims or panels lifting or coming loose.	Contact your retailer or Sleek Walls promptly, and take dated photographs.

8 Your warranty

Sleek Walls panels carry a 10-year Residential & Commercial Limited Product Warranty (**SW-WAR-01**) against manufacturing defects. Following this guide helps protect that cover. In particular, the warranty does not cover:

- damage from unsuitable chemicals or cleaners, poor maintenance, abuse, misuse or neglect;
- impact, scratching, cutting, drilling or accidental or deliberate damage;
- excessive heat or fire;
- failed, omitted or incorrectly formed joints, edges, corners, penetrations or seals, or water entering from plumbing, the building or the substrate;
- damage from later trades, fixtures or alterations.

This summary does not replace the warranty. The full terms in SW-WAR-01 apply and your statutory rights are not affected. Keep your proof of purchase and your completed **Installation & Warranty Record (SW-FRM-WAR-01)**, including the photographs taken during and after installation, together with this guide.

9 Help and advice

If you are unsure about a cleaning product, a mark that will not shift or the condition of your seals, ask before you act.

YOUR RETAILER

Contact the approved retailer who supplied your panels first wherever practical.

SLEEK WALLS

info@sleek-walls.com
sleek-walls.com
25A Park Square West, Leeds, LS1 2PW

Document control

Document	SW-CARE-01 · Care & Maintenance Guide · Large Format SPC Mineral Core Wall Panels
Status	Issued v1.0 · 27 October 2026
Related documents	Sleek Walls Installation Guide · SW-TDS-01 Technical Data Sheet (v1.1) · SW-WAR-01 Limited Product Warranty · SW-FRM-WAR-01 Installation & Warranty Record
Basis	Information is based on manufacturer guidance current at the date of issue. Sleek Walls may update this guide; the current version is published at sleek-walls.com.

Sleek Walls · 25A Park Square West, Leeds, LS1 2PW, United Kingdom · info@sleek-walls.com · sleek-walls.com
Sleek Walls is a trading name of Sleek Flooring Ltd, registered in England and Wales, company number 16908746. Registered office: 25A Park Square West, Leeds, LS1 2PW.