



**CARE AND
MAINTENANCE**

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Vicostone[®] Quartz surfaces are a high quality, solid, non-porous product that is resistant to scratches, heat, and stains. However, Vicostone[®] Quartz surfaces are not heat, stain and scratch proof. Vicostone[®] Quartz surfaces require minimum maintenance and the following care and maintenance guidelines will help to keep the surface in immaculate condition for years.



Regular Cleaning

Vicostone[®] Quartz surfaces are highly resistant to stains caused by fruit juices, liquid food coloring, coffee, tea, wine, grapes, soft drinks, paints, nail polish and remover, automotive fluids, and permanent makers. If accidentally, any of the above come into contact with a



Vicostone[®] Quartz surface, immediately wipe the area with any commonly available multi-purpose cleaner or mild detergent, and rinse with clean water. A one (1) part mild detergent to five (5) parts warm tap water (50°C-60°C/122°F-140°F) is ideal for normal cleaning of Vicostone[®] Quartz surfaces for booth flooring and countertops. The surfaces should be cleaned daily in order to avoid the buildup of dirt and any chance of staining.



Cleaning Stubborn Stains

For more stubborn spills and stains, instead of a mild detergent apply a mild, non-abrasive household cleanser with a neutral pH (between 6 and 8) with a damp, soft cloth or non-abrasive sponge, and rinse thoroughly with clean water.



Note: It is possible that some of the stubborn stains may leave a light mark or very slight discoloration on the surface. Before trying another, more powerful cleaning agent, please test on a small, less conspicuous area of the surface. If there is no reaction and/or staining then proceed to clean the affected area. The same testing should be applied for a cleaning agent which has been kept for a long time without using.

Dried Residue

For food, chewing gum, nail polish, paint or any other foreign matter that is strongly adhered to any Vicostone[®] Quartz surface, simply scrape away with a sharp blade or sharp plastic scraper. If a metal blade is used in scraping, it may leave grey marks on the surface which an ordinary scouring pad will easily remove. Wash and rinse the surface with clean water.



Reaction To Knocks

One of the characteristics that makes these surfaces stand out is their high resistance to knocks. However, avoid standing or putting excess weight on the surface, especially areas that due to the fabrication of design, may be slightly weaker (pointed corners, fine edges, etc.).

Reaction To Scratch

With a score of seven on the Mohs Hardness Scale, Vicostone® Quartz surfaces are highly resistant to scratch. However, to keep the surfaces in immaculate condition for years, always use a cutting board for food preparation. Never cut directly on surface of countertop.



Reaction To Heat

Vicostone® Quartz surfaces are designed and manufactured to withstand moderate heat and the product is not heat proof. Thermal shock resistance increases with the thickness of Vicostone® Quartz surfaces. A slab with the thickness of 30 mm/1.18 inches is far more resistant than a 12mm/0.5inch slab. Like any other composite material, Vicostone® Quartz



surfaces may be damaged by a sudden or lasting exposure to high temperatures, mainly at the edges and cutouts, resulting in cracks. To prevent thermal shock, discoloration or other damages, it is necessary to use insulating pads when setting down hot objects. Do not to expose the surface to open flames and avoid prolonged contact with very hot pots. We always recommend using a hot pad or trivet, when using cooking units such as electric frying pans, crock pots, or roaster ovens.

Exposure to chemical and solvents

Vicostone[®] Quartz surfaces can be permanently damaged by prolonged exposure to strong chemicals and solvents. It is advisable not to use hydrofluoric acid, paint strippers or any product containing trichloroethane or methylene chloride.

Exposure to direct sunlight

Vicostone[®] Quartz surfaces when exposed to direct sunlight may result in color change and warping, it is advisable to avoid direct sunlight over a prolonged period on the surfaces.



Maintenance for Honed finishes

Honed finish surfaces require additional daily maintenance and care than the polished surfaces. The area exposed on a honed finish is more than that of the polished surface; hence any dirt, markings and scratches will be more obvious on a honed finish surface than on a polished surface. These markings can be removed by using non-abrasive cleaning products.



Maintenance for floors

The use of Vicostone[®] Quartz surfaces as flooring will require more attention to keep them fresh and new looking. Please consider that use of Vicostone Quartz as flooring is not covered under Vicostone's warranty.

Dust, grit and barrier materials from the floors should be removed on a daily basis by sweeping with a soft brush and when necessary by use of machine. Sand can scratch a quartz based tile floor and the surfaces should be always kept free from dust, sand and soil. Vicostone[®] Quartz surfaces can be easily cleaned with warm water and a mild household detergent, using a standard mop. Make sure the floor is completely dry before walking on it.



Vicostone® Cleanser

Vicostone® Cleanser has been specially designed and formulated for removal of extra stubborn stains without compromising the surface of Vicostone® Quartz surface.

How to use Vicostone® Cleanser?

1. Shake the bottle well before application.
2. Apply a generous amount of cleanser directly to the dirty area. Wait 2-3 minutes and wipe with dry, soft paper or cloth.
3. If the dirt is still not cleaned, repeat the second step. The waiting time should be minimum 20 minutes between each application.
4. After the dirt is removed, rinse the surface with clean water to ensure that all chemicals are removed from the surface.

Note: Vicostone® Cleanser should be used for the removal of extra stubborn stains which can't be removed with a mild detergent. Do not use Vicostone® Cleanser as a daily cleaning method because it may leave a light mark or very slight discoloration on the surface. It may also dull or damage the surface's glossy finish.



For further information, please consult a local Distributor!

If you have an extra stubborn stain which can't be removed with Vicostone® Cleanser, please contact our Vicostone customer service at +1 972-243 2325 or email: support@vicostone.com for further assistance.