

VICOSTONE
SINTERED
TECHNICAL MANUAL

Cleaning, maintenance
and usage precautions



CLEANING, MAINTENANCE & USAGE PRECAUTIONS

For ordinary cleaning, a cloth dampened with water and neutral soap is perfectly adequate.

For more persistent or burned-on stains, we recommend moistening the dirt with warm water (to soften any residues) and then rinsing or removing with a clean cloth. It is also recommended to use a sponge with soft fibres designed for cleaning glass ceramic and glassware in general.

Particularly abrasive sponges or steel wool must be avoided at all costs.

We also recommend not leaving acid and alkaline products for extended periods of time on the stone; especially if not diluted.

If bleach is used, it must not be left applied to the stone for more than 10-15 minutes. Afterwards, rinse with plenty of water and never leave bleach remaining on the product more than the recommended time.

For the correct maintenance of the slabs, **Vicostone** recommends that you abide by the following precautions:

- Always use pan stands, coasters and napkins
- It is wise not to cut foods directly on the countertop but to use chopping boards for this purpose;
- Never drag household appliances, knives and utensils in general across the countertop, as this may leave steel stains that are difficult to remove;
- Never use ceramic knives directly on the countertop.

HEAT RESISTANCE

Vicostone surface complies to the performances required by the EN ISO 10545-1 standard in terms of resistance to thermal shocks.

Although Vicostone Sintered Surfaces can withstand high temperatures (300°C), it is recommended to use a trivet for hot objects, especially for polished finishes.



PERSISTENT STAINS

Whenever routine cleaning is insufficient, certain specific procedures need to be followed based on the stain to be removed. The length of time that a stain is left on the surface is important, so we recommend cleaning them as soon as possible.

Tip:

Start cleaning a small part of the area in question to verify effectiveness before proceeding to the entire surface. When using more aggressive products, we recommend rinsing with plenty of water once clean. Below is a list of some of the best substances for removing certain stains.

Type of stain	Product (over a Matte/ Matte VeinTouch finish)	Product (over a Polished finish)
Grease	Neutral / Alkaline	Neutral / Alkaline
Oil	Neutral	Neutral
Citric	Neutral	Neutral
Fruit juice	Neutral	Neutral / Alkaline
Soft drinks	Neutral	Neutral
Coffee / tea	Neutral	Neutral / Alkaline
Wine	Neutral	Neutral / Alkaline
Vinegar	Neutral	Neutral / Alkaline
Sauces / Ketchup	Neutral / Cream or powder	Neutral
Ice cream	Neutral	Neutral / Alkaline
Wax candle	Solvent	Solvent
Calcareous residue	Acid	Neutral / Acid
Oxides / rust	Neutral / Acid	Neutral / Acid
Metal scratching	Neutral / Acid	Neutral / Acid
Permanent marker	Cream or powder	Neutral / Alkaline
Resins	Solvent	Solvent

PRECAUTIONS

- Avoid products that contain hydrofluoric acid and its derivatives. (Oven cleaners, for example).
- Do not use concentrated hydrochloric acid or caustic soda.
- Avoid extreme heat through contact or radiation from electric grills, cooking surfaces, ovens, fireplaces, barbecues, etc.
- Ceramic knives may scratch **Vicostone** surfaces with all finishes, in the same way that they scratch other brands in the same product category and other categories.
- Avoid strong impacts around the edge of a countertop to prevent chipping.

Special consideration for **Polished** finishes:

1. To clean surfaces with a Polished finish, it should be remembered that this surface resistance is inferior to other finishes, so some substances may affect its initial appearance. When cleaning, we recommend avoiding using items that may be rough or abrasive on the surface, such as scouring pads, knives, or cleaners with granules.
2. We also recommend avoiding basic products with a pH above 11. When using bleach, we recommend rinsing with plenty of water and never leaving it in permanent contact. We recommend using flannel or microfibre cloths.



After laying the material it is essential to clean them thoroughly. If residues of grouting are not removed properly or quickly, this may result in stains that are difficult to remove and may create a film of concrete on the floor that traps all kinds of dirt.

To efficiently remove any residues of cement-based grout, it is essential to wash the floor with a solution of water and buffered acid, following the percentages of water/acid indicated on the packaging of the product used.

Allow the detergent to work for a few minutes without letting it dry out, then wipe over the floor with colourless cloths (remove any residues with a stiff brush).

Finally rinse with plenty of water and repeat the operation as necessary.

ORDINARY FLOOR CLEANING

Vicostone does not recommend the use of oily soaps and waxes. In place of these products, we recommend using neutral detergents, such as diluted ammonia or bleach, that have been suitably diluted in water. After washing, the floor should only be dried if it has a polished finish (to avoid any visible stains from appearing). We always recommend testing any detergent before use, always following the instructions and the precautions indicated by the manufacturer to avoid voiding of warranty.





EXTRAORDINARY FLOOR CLEANING

In the case of residues and stains that are particularly stubborn and difficult to remove, **Vicostone** suggests cleaning the surface first with warm water and neutral detergents.

For persistent stains, follow these specific guidelines for more intense cleaning methods (depending on the type of stain needing to be treated):

- Non-abrasive detergents with a neutral pH
- Slightly abrasive detergents
- Acid or alkaline detergents
- Solvent-based detergents

We recommend always following the instructions and precautions indicated by the manufacturer.

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