



8. CLEANING, MAINTENANCE AND 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 hot water (to soften any residues) and then rinsing or removing with a clean cloth. It is also preferable to use a sponge with soft fibres of the type normally used for cleaning glass ceramic and glassware in general.

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

Vicostone recommends against treating the slabs with caustic soda. We also recommend to do not have long application timing both with acid and alkaline products.

If bleach is used, we suggest an application of 10-15 minutes and rinse with plenty of water and never leave the product to remain in contact with the surface of the Vicostone surfaces more than the timing specified before.

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.

In particular, Vicostone surface tolerates brief exposures to quite hot temperature, however a direct contact with a very hot objects may cause thermal shock and damages.

We therefore do not recommend placing hot items directly from hotplate or out of the oven onto the Vicostone surface.

We always recommend the use of a trivet to palace hot items on.



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 Matt-Velvet 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

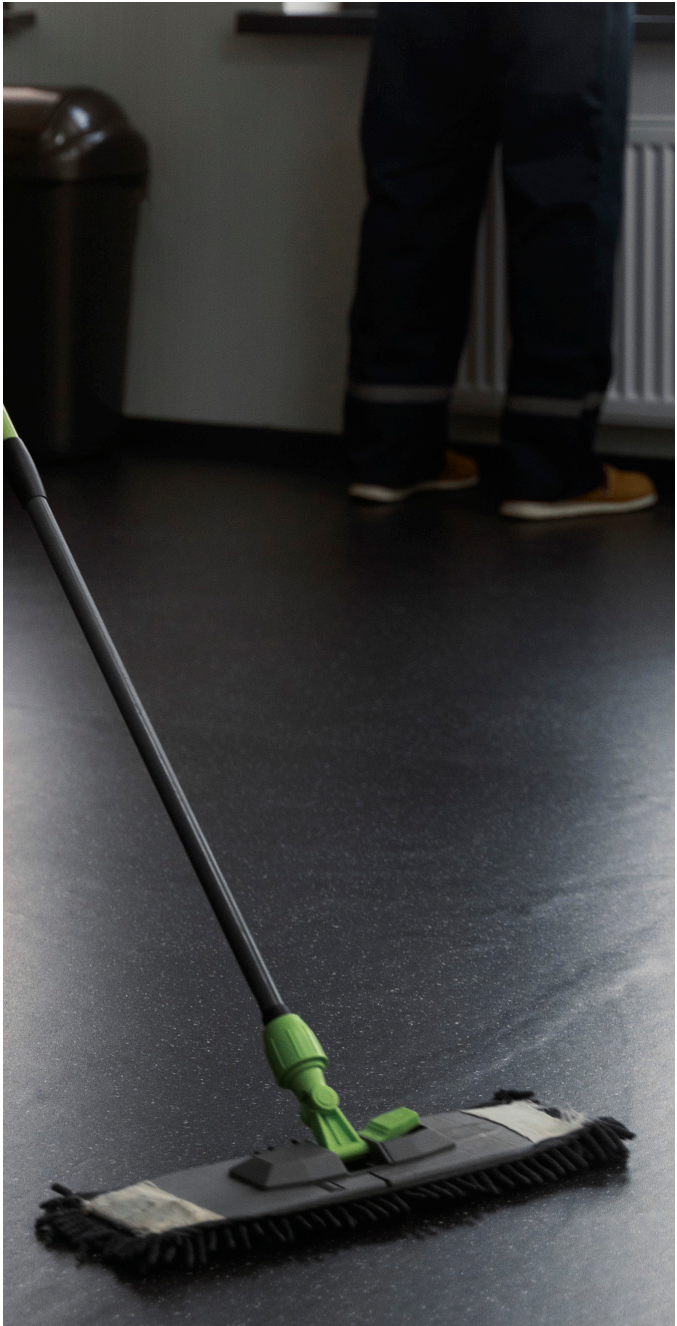


Precautions

- 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, such as Velvet, so some substances may affect its initial appearance. We recommend avoiding the use of scouring pads, knives and other items that may be rough or abrasive for the surface to be cleaned. Cleaners with granules, for example.
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 recommends against the use of oily soaps and waxes, and recommends instead neutral detergents such as 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 recommending testing any detergent before use, always following the instructions and the precautions indicated by the manufacturer.





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, then use more intense cleaning methods using specific products (depending on the type of stain 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.