



VS Quartz by Valentino Stone – Cleaning and Maintenance Guide

THANK YOU FOR PURCHASING VALENTINO STONE QUARTZ.

Valentino Stone is proud to provide our customers with a limited fifteen-year residential warranty. Please visit valentinostone.ca to review the details of your warranty. With proper care, you can expect your new countertop to last for life.

Valentino Stone Quartz is a dense, durable, non-porous engineered stone surface designed for interior applications. Due to its low maintenance properties, cleaning is quick and easy. With proper care and our tried-and-true tips, stains and spills are easy to deal with.

WHAT TO EXPECT

Although your quartz surface is extremely durable, it is NOT indestructible. Use a cutting board and be mindful in the high use areas of your home such as your kitchen. Hard impact can chip or crack your quartz countertop, and this NOT covered under warranty.

The easiest way to prevent staining on your countertop is to wipe up all spills immediately. Staining can occur if spills such as wine are left to dry on the surface. Although there are solutions for staining, staining from negligent use does not indicate a defect in the material and will NOT be covered under warranty.

Valentino Stone Quartz is a dense combination of 90-93% natural quartz material depending on the design, with the remaining 7-10% being allocated to resin and pigmentation. Production under high heat and pressure mirrors the process of natural stone formation.

Although your quartz surface is heat resistant, the resin used as a binder in the production of quartz slabs has a heat tolerance of approximately 60° Celsius. Use of thicker cutting boards or heat pads are always recommended. A good rule of thumb is that if you cannot comfortably touch a hot item for more than a few seconds, it should not make direct contact with your quartz surface. Be mindful of placing slow cookers directly on the surface as they rise to high temperatures over time.

When caring for your Valentino Stone Quartz, please refer to the care and maintenance guide. The Warranty does NOT cover damage caused by extreme impact leading to chips or cracks, misuse of chemicals, acts of nature, staining, scratches, negligent exposure to high heat, or **NORMAL WEAR AND TEAR**. It is the homeowner's responsibility to keep their countertops clean and well-maintained.



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DAILY CLEANING

Option 1

Mild dish soap and warm water. The Dawn formula is perfect.

Option 2

A 50/50 mixture of warm water and vinegar.

Disinfection

Lysol wipes without bleach. Remember that disinfection should not take the place of your daily cleaning routine.

TIP:

Always use a clean, soft and non-abrasive cloth such as a microfiber cleaning cloth or a paper towel when cleaning to avoid dulling your Valentino Stone surface. Avoid rough cleaning tools such as the abrasive side of a scotch pad, Mr. Clean Magic Eraser, or anything that could potentially scrape the surface. When scrubbing your surface, there is no need for high pressure. The natural weight of your hand is more than sufficient.

Always rinse your surface with water and dry it off after any cleaning procedure to avoid the build up of chemicals on your surface over time.

NOTE:

DO NOT USE NATURAL STONE CLEANERS, SEALANTS, OR ENHANCER ON YOUR COUNTERTOP. DO NOT USE CLEANERS THAT CONTAIN PLANT OILS.

APPLICATION OF A SEALER WILL VOID YOUR WARRANTY; SEALERS ARE NOT NECESSARY FOR ENGINEERED STONE AND WILL FORM A FILM THAT WILL MAKE THE SURFACE HARDER TO CLEAN.

NATURAL STONE CLEANERS DESIGNED FOR PRODUCTS SUCH AS GRANITE WILL BUILD UP A FILM CALLED PATINA ON YOUR SURFACE.



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STAINS

Option 1

Bar Keepers Friend

Option 2

Green Bottle of Vim Cream

PROCEDURE

If the stain has dried, apply water to the area and let it sit for 30 minutes to revive the stain.

Apply either Bar Keepers Friend or Vim Cream to the inside of a warm and damp cloth.

Close the cloth around the mixture such that the mixture drips through the cloth rather than being on the side of the cloth that will directly touch the surface.

Gently scrub the stain area with circular motions for no more than one minute per round before rinsing with water and confine yourself to the immediate area of the stain since these are chemically abrasive cleaning solutions.

After one round of cleaning, rinse the area with water and dry the area to remove the residue of these stronger chemicals.

Do not allow these more abrasive cleaning solutions to remain long enough to dry on the surface.

Repeat this process until the stain is no longer visible.

TIP:

Do not be tempted to apply high pressure to scrape away dried stains.

Always rinse your surface with water and dry it off after any cleaning procedure to avoid the build up of chemicals on your surface over time.

AVOID:

Do not use products that contain trichloroethane or methylene chloride, such as paint removers. **Do not use** aggressive cleaning agents which have high or low pH levels. **Do not use** nail polish remover (acetone). It may cause discolouration or dulling of the surface, especially with repeated use. Should the surface be accidentally exposed to any of these damaging products, we recommend you rinse it immediately with water to neutralise the chemical reaction.



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NON-STANDARD TEXTURES

POLISHED - SMOOTH WITH HIGH GLOSS

HONED - SMOOTH WITH LOW GLOSS

LEATHERED - RUGGED WITH LOW GLOSS

IMPORTANT TO KNOW

Our standard polished finish has a high gloss sheen of protection. Much of our stock collection is prepared with this finish.

Polished surfaces are the most non-porous, meaning oils from fingerprints or liquids spilled on the surface have nowhere to penetrate and will be far less visible than on an alternative surface texture.

Due to the lack of this protective gloss on non-standard surfaces, as well as the small crevices in the surface of a rugged finish, oils from fingerprints and other spills will show more readily. This is not a defect in the material, but a property of alternative textures.

You can still clean your alternative finish surfaces in the same way as the standard finish. However, we recommend that honed and textured finish surfaces are cleaned after every use to keep them looking brand new.

TIP:

Polished finishes do not need to be cleaned as often with each use as non-standard surfaces to remain looking brand new.

There is no problem with placing an alternative finish surface in a high traffic area provided you have designed your space with this in mind.

Valentino Stone recommends that non-polished material, if used in your project, should be implemented in lower traffic areas than a kitchen, where fingerprints and frequent spills would require cleaning after each frequent use of the surface.

For high traffic areas of the home, or areas where spills are to be expected, Valentino Stone recommends a polished surface for lowest cleaning commitment.



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QUESTIONS? REACH OUT FOR SUPPORT.

If you have a cleaning issue that is not listed above, please contact us at office@valentinostone.ca for support with photos and a description of the issue.

All recommended products are readily available. Should you have questions about a particular cleaning product that is not listed, do not hesitate to send us an email and someone on our customer service team will be in touch as soon as possible.

If the instructions of the care and maintenance guide are not followed and your countertops are damaged, we will arrange for a service technician to inspect the material to determine if the issue can be repaired.

If it is possible to repair material after negligence or misuse, repair services will be available at cost.