



The Next Expression in Quartz  
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### General Precaution for Liquid Stains:

Keeping your EleQuence clean is simple and easy. It is recommended to use a soft cloth and apply a **neutral household liquid detergent** (avoid using any high pH products such as an oven cleaner). If the countertop comes in contact with cleaning products that bleach, are acidic or have a high pH chemical constituent, rinse immediately to avoid further damage to the stone surface.

For a second cleaning on your countertop surface it is recommended to follow the following steps:

1. Use a **nonabrasive cream cleanser** mixed with warm water, gently wipe the entire surface or use a soft non-scratch cloth to very gently rub where you think the stain might be until you remove the cleaning product and wipe down with clean warm water.
2. Then use a dry non-scratch cloth to bring the surface back to your original shine. Never excessively scrub or rub heavily on your countertop as this may cause dullening of the stone surface.

### General Instructions for way of cleaning for different liquids:

Liquid Stain Caused by	Way of cleaning
Oil	Cleanser essence (VIM OXY GEL) with sponge scouring pad or duster cloth
Ink	Sponge scouring pad with rubbing alcohol (Isopropyl alcohol) or washing powder solution.
Rust	White vinegar with scouring pad <b>OR</b> use a herbicide <b>OR</b> toothpaste
Food stains	Cleanser essence (VIM OXY GEL) with sponge scouring pad or duster cloth
Water marks	White vinegar with scouring pad

### Preventive measure for Heat Resistance:

Hot pots, pans or any other utensils should never be placed on a EleQuence Surface at high temperatures. Quartz surfaces normally have a heat resistance of 100- 120 degree Celsius (212 degree Fahrenheit). However, excessive localized heat may result in the damage of your countertop surface due to thermal shock.

### Safeguard against scratches and blunt marks:

It is appropriate to use a cutting board while performing any cutting action using a knife or a sharp object directly on to the stone surface. This can help to avoid blunt marks and scratches that may damage the stone platform.



## Composites Maintenance Guide

### BEST CARE PRACTICES FOR COMPOSITES:

1. Clean up spills as soon as possible to minimize contact time with staining agent.
2. Cleaning agents: use pH-neutral cleaner designed for stone; rinse with water, towel-dry. **Do not use bleach or acidic cleaners except according to manufacturer's recommendation in care (stain removal) guides.**
3. **Repairs are possible but not invisible.** If a composite product has been stained or scratched, repair *may* be affected by a stone restoration specialist. Unlike natural stone, however, repairs to composites are generally noticeable and breaks are typically not repairable.

## Composites Maintenance Guide

**Please note that the performance characteristics outlined below are general behaviors when considered for countertop use and are not absolutes.**

"Countertop use" means that the material will be used in a functional - versus an ornamental - context. Routine contact with water, acids, oils, chemicals, metal utensils, objects which cause striking and abrasion are assumed. These are among the toughest conditions for composite performance and are here considered for equivalent use in hotel bar- and counter- tops, suite and public-room furniture.

### Common composite materials

#### Quartz

Common quartz brands include Hanstone, Caesarstone, Silestone, EleQuence, Zodiaq. Please note that quartz ("engineered stone") is typically composed of 93% silica in a 7% matrix consisting mainly of synthetic polymers and pigments. While general characteristics of scratch- and heat- resistance occur across the different brands, each color will have unique behaviors depending on its particular constituents. White colors show dirt readily; dark colors show dust and fingerprints. Some colors stain and special care waivers are required for colors that are particularly susceptible to this. Sealing quartz will void the warranty, so this is not advised. Over time, quartz will bleach or yellow with UV exposure and cannot be used outdoors.

#### Scratch and Wear:

1. ELEQUENCE quartz Surfaces are generally wear- and scratch-resistant, please note the following:
2. Do not use abrasive cleaners on polished quartz (this "honing" renders the material more susceptible to staining)

**Acid Etching:** Dull marks caused by contact with acids. Quartz is etch-resistant.

**Heat resistance** Do not put hot pots, etc. directly on quartz. Use a heatproof pad or separator.

#### Staining

Composites will stain, and require a specific treatment for each substance. Each manufacturer will typically provide a care and maintenance or cleaning guide for their products.

Staining occurs when a substance is left on a surface and leaves a mark. Depending on the degree of penetration, the stain may be temporary or permanent. Quick removal of the agent is always recommended. 20 minutes of penetration is a general guide for establishing stain permanence.



## Composites Maintenance Guide

### Staining

Clean quartz with mild soap and water for routine maintenance. Stronger cleaners required for deeper cleaning. Carrot peelings, beets, wine, tomato sauce, and coffee are common staining agents that empirical evidence has shown will discolor light-colored quartz. Commonly suggested cleaners such as Vim and Method's Daily Granite are not always powerful enough to remove them, although these are recommended.

**Staining agents include those below.** Cleaners should be applied with paper towel or cloth and rinsed with water afterward.

Common Staining or Marking Agent	Food Oil, Machine Oil	Water Marks	Silicone	Food Stains	Metal Marks	Rust	Ink, dyes, paint	Cosmetics	Misc.
<b>Examples</b>	animal and plant cooking oils - heat increases staining potential	Mineral residue  Rust stains  Hard-water stains in joints	DAP, Nuflex	turmeric carrot peelings beets tomato sauce coffee tea curry food coloring mustard red wine fruit	soft metals such as aluminum - including belt buckles - will leave metal marks if contact occurs with quartz Surfaces.	Rust from metal  Rust in water applications (sinks, etc.)	plastic bag ink  ink  permanent marker (oil-based)  ball-point pen  water-based markers  paint	make-up shampoo cream	blood wax adhesive soap
<b>Remedy</b>									
<b>Quartz</b>	mild soap & water	<b>Mineral residue:</b>	Silicone sealant remover	mild soap & water	Method Daily Granite	Oxalic Acid	mild soap & water	mild soap & water	Method Daily Granite
		vinegar	Rubbing alcohol	Method Daily Granite;	White latex eraser	Bar Keeper's Friend - powder or cream	Method Daily Granite;	Rubbing alcohol	<b>blood:</b> soap & water, Vim below; H. Peroxide to 30%

