

**Caring for Your Caesarstone Quartz,  
Porcelain & ICON Surfaces**



 **caesarstone**



We produce incredibly durable and nonporous surfaces, so they're virtually maintenance-free. For daily routine care, just follow the simple tips below to benefit from timeless performance and appearance.

## Easy to Care

## Simple to Maintain

411 Concrista

### Keep Your Surface Safe



#### Lifetime Warranty

Our high-quality surfaces require little maintenance and come with a lifetime warranty



#### Cleaning Products

Use your regular home cleaning products



#### Simple Cleaning

A splash of warm soap water will do (avoid plant oil soaps)



#### Preventing Patina

Wipe away any liquid spills and splashes, to keep your surface dry always



#### Caring for Dark Surfaces

Limescale and stains may be more noticeable.



#### Avoiding Scratches

Always use a cutting board and clear away sharp objects



#### Chemicals

Do not use hydrofluoric acid or materials containing it to clean your surface



#### Intact Surfaces

Avoid hard knocks on exposed areas, particularly on edges

# Step-by-Step Care

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Most of the marks can be removed with little effort and non-abrasive cleaning products, such as Vim Cream®.

## First Cleaning After Installation

- ① Clean the whole surface thoroughly after installation with soapy water and a microfiber cloth or non-abrasive scourer.
- ② Dry the surface thoroughly with a paper towel.

## Daily Maintenance

- ① We recommend wiping the surface with warm, soapy water, a mild detergent, and a clean damp cloth.
- ② Remove stains as soon as possible for easy cleaning and practical, immediate results.
- ③ To prevent limescale build-up, it is essential to thoroughly wash cleaning material residue off the surface and dry thoroughly with paper towels.



# Step-by-Step Care

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## Heat Resistance

### For Porcelain Surfaces:

You can place cookware directly on Porcelain countertops straight from the oven or the cooktop. However, devices that emit constant heat over a long period should be placed on an insulated countertop mat and not directly on the Porcelain surface.

### For Quartz and ICON Surfaces:

We recommend using a trivet to prevent material burning.

## Stubborn Spills

- 1 Gently rub the area using a soft cloth or paper towel with an approved cleaner.
- 2 Clean spill in a circular motion.
- 3 Rinse with water, and dry with a soft cloth or paper towel.
- 4 Repeat this process if the stain is still visible.





# Step-by-Step Care

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## How to Take Long-Term Care of Your Surfaces

- ① Before using any new cleaning product, check on a small, inconspicuous area that is effective and does not damage the surface.
- ② After using any cleaning product, removing any residue with water is essential.
- ③ It is important to immediately wipe up liquids spilled on the surface for ease of stain removal.
- ④ If the surface comes into contact with any products that might damage it, rinse immediately with plenty of water.
- ⑤ Carefully scrape off dried materials such as food, gum, or nail polish with a putty knife, then clean the surface with a damp cloth.
- ⑥ Go ahead and cut directly on Caesarstone Porcelain, but for daily use we recommend cutting on a chopping board.
- ⑦ Take care to prevent hard knocks on exposed areas, particularly edges, as this can cause breaks and chips.



# Step-by-Step Care

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## Things to Avoid

- ① Do not use hydrofluoric acid or materials containing it.
- ② Do not use oil-based cleaning or polishing materials, as these can leave an oily film on the surface and make it more sensitive to staining.
- ③ Do not allow direct contact with a naked flame.
- ④ Do not polish the surface with a polishing machine.
- ⑤ Do not cut directly on Quartz or ICON surfaces.





# Step-by-Step Care

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## Additional Guidance for Metal and Rust Marks

Special use for spot cleaning ONLY: Because of the abrasive nature of this cleaner, use Bar Keepers Friend® only as follows:

- 1 Place a small amount of Bar Keeper's Friend Cleanse® on a damp cloth. Do not use an abrasive scourer.
- 2 Wipe away very gently, in a circular motion.
- 3 Rinse thoroughly with warm water, and dry with a soft cloth or paper towel.
- 4 Follow these instructions carefully to avoid damaging the surface.

## Additional Guidance for Dark Surfaces

Dark surfaces are more prone to showing fingerprints, limescale, and other signs of daily living than light surfaces. As such, some dark models may need more frequent cleaning.

- 1 Dark colours, like all dark surfaces, tend to be more sensitive to scratch marks. It is, therefore, essential to protect the surface from sharp objects.
- 2 Limescale is more visible in the dark than in light colours, so liquid should be wiped up and not left to dry out on the surface.



# Step-by-Step Care

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## Additional Guidance for Long-Lasting Finishes

Each surface has been crafted in a distinct finish, to bring out the best in its design while ensuring it remains long-lasting without the need for sealants or wax. Please note that Natural, Honed, Concrete, Rough and Ultra Rough finishes require more cleaning than our Polished finishes. Since there are more exposed surface areas with these finishes, metal marks, fingerprints and other signs of daily living will show. Most of these marks can be removed with little effort and non-abrasive cleaning products such as Vim Cream®.



### Polished

Polished finish emphasizes the surface features with its stunning luster.



### Honed

Honed finish offers a special organic luminosity.



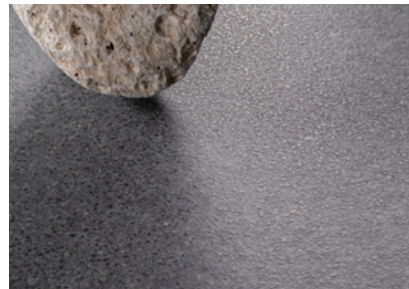
### Natural

Natural finish conjures up the emotional caress of stone, warm, grainy, and uniquely sensorial.



### Concrete

Concrete finish is inspired by the granular tactility of smooth concrete with a soft earthiness quality and low light reflection.



### Rough

Rough concrete offers the coarse experience of industrial materials for distinctively gravelly surfaces yet still smooth enough for practical cleaning.



### Ultra Rough

Our most tactile finish, Ultra Rough, is a breakthrough innovation designed exclusively to bring a unique granular touch to porcelain, adding a dimension of authentic materiality.



# Top Care and Maintenance FAQ

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## Can you clean surfaces with vinegar?

- If you're looking to use environmentally-safe cleaners on your surface, use a combination of 50/50 vinegar and water. Rinse and dry the surface thoroughly afterwards.

## Which cleaning products are good for porcelain?

- Use **recommended cleaning products** and check the product first by applying it to an inconspicuous area on the surface. It's best to avoid using the same cloth you use for washing dishes, as it may transfer oils and other contaminants to your surface.

Cleaning products that should not be used, include oven grill cleaners, floor strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, wipes and cleaners specific to granite, marble and other natural stones, etc. Should your surface accidentally be exposed to any potentially damaging products, rinse immediately with water to neutralize the effect.

## How to remove limescale?

- Occasionally, the surface should be cleaned with Vim Cream® and thoroughly dried. Due to the porcelain's high density and non-porous qualities, normal cleaning with a damp cloth and soap is all you need to keep your Caesarstone surface looking great. We recommend a thorough cleaning of your Caesarstone surface on a regular basis (because of the limescale that will develop on the surface from day-to-day use) to keep the surface as beautiful as the day it was installed. If you have heavy limescale build-up from using non-approved cleaners, please contact our Customer Care department for detailed instructions on how best to remove it.

## How to remove dried spills?

- To remove adhered material, first reanimate the spill with water for several minutes. Then, follow our recommending cleaning methods and clean the surface with a damp cloth to remove any marks left behind and any residual dirt. Do not use any abrasive pads to clean tougher dirt as abrasives can damage the finish/sheen of your countertops.

## Residential Lifetime Warranty

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Because your peace of mind is top priority, we provide a lifetime warranty for our quartz and porcelain surfaces we manufacture. This means that we completely support our product, and that we are always at your service to answer queries, solve problems and ensure you derive maximum satisfaction from your Caesarstone surface.

Register your warranty online at [caesarstone.ca/warranty](https://caesarstone.ca/warranty)







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