



CARE AND
MAINTENANCE

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VICOSTONE® Surfaces are high-quality, solid, non-porous products that resist scratches, heat, and stains. However, VICOSTONE® Surfaces are not heat, stain and scratch proof. VICOSTONE® Surfaces require minimum maintenance and the following care and maintenance guideline will help you to keep the surface in immaculate condition for years.

Regular cleaning

VICOSTONE® Surfaces resist strongly to stains caused by fruit juices, liquid food coloring, coffee, tea, wine, grapes, soft drinks, paints, nail polish and remover, automotive fluids, and permanent markers. If accidentally, any of these come into contact with



VICOSTONE® Surfaces, immediately wipe the area with any commonly available multi-purpose cleaner or mild detergent, then rinse off with clean water. A mixture of one (1) part mild detergent to five (5) parts warm tap water (50°C-60°C/122°F-140°F) is ideal for normal cleaning of VICOSTONE® Surfaces (both floorings and countertops). The surface should be cleaned daily in order to avoid the build-up of dirt and any chance of staining.



Cleaning stubborn stains

For stubborn spills and stains, instead of a mild detergent, apply a mild, non-abrasive household cleanser with a neutral pH (between 6 and 8) to a damp soft cloth or non-abrasive sponge, then rinse thoroughly with clean water.



Note: *It is possible that some of the stubborn stains may leave a light mark or very slight discoloration on the surface. Before trying a more powerful cleaning agent, please test on a small, less conspicuous area of the surface. If there is no negative reaction then proceed to clean the affected area. The same testing should be applied for a cleaning agent which has been kept for a long time without using.*

Dried residue

For food, chewing gum, nail polish, paint or any foreign matters that are strongly adhered to any VICOSTONE® Surfaces, simply scrape them away with a sharp blade or sharp plastic scraper. If a metal blade is used in scraping, it may leave grey marks on the surface which an ordinary scouring pad will easily remove. Wash and rinse the surface with clean water.



Resistance to impact

One of the characteristics that makes these surfaces stand out is their high impact resistance. However, users are recommended to avoid standing or putting excess weight on the surface, especially areas that due to fabrication, may be slightly weaker (pointed corners, fine edges, etc).

Resistance to scratch

With a score of seven on the Mohs Hardness Scale, VICOSTONE® Surfaces are highly resistant to scratch. However, to keep the surfaces in immaculate condition for years, always use a cutting board for food preparation. Never cut directly on a countertop surface.



Resistance to heat

VICOSTONE® Surfaces are designed and manufactured to withstand moderate heat and the product is not heat proof. Thermal shock resistance increases with the thickness of VICOSTONE® Surfaces. A slab with the thickness of 30mm is more resistant than a 20mm slab.



Like any composite material, VICOSTONE® Surfaces may be damaged by a sudden or protracted exposure to high temperatures, mainly at the edges and cutouts, resulting in cracks. To prevent thermal shock, discoloration or other damages, it is necessary to use insulating pads when placing hot objects on the surface. Do not expose the surface to open flames and avoid prolonged contact with very hot cooking appliances. We always recommend using a hot pad or trivet when using cooking units such as electric frying pans, crock pots or roaster ovens.

Exposure to chemicals and solvents

VICOSTONE® Surfaces can be permanently damaged by prolonged exposure to strong chemicals and solvents. Do not use acetone, lacquer or paint thinner, glue stripper or any product containing trichloroethane or methylene chloride to clean your countertop. Surface damage caused by/due to use of these types of chemical will not be warrantable.

Exposure to direct sunlight

VICOSTONE® Surfaces when exposed to direct sunlight may result in color change and warping, it is advisable to avoid direct sunlight over a prolonged period on the surface.



Maintenance for special finishes

Surfaces in special finishes (including honed, leather, eggshell and brushed finishes) require additional daily maintenance and care compared to polished surfaces. The area exposed on a special finish is more than that of the polished surface; hence any dirt, markings and scratches will be more obvious on a special finish surface. These markings can be removed by using non-abrasive cleaning products.

Maintenance for floors

The use of VICOSTONE® Surfaces as flooring will require more attention to keep their original look. Please consider that use of VICOSTONE® Surfaces as flooring is not covered under VICOSTONE's warranty.

Dust, grit and barrier materials from the floors should be removed on a daily basis by sweeping with a soft brush and when necessary by using machine. Sand can scratch a quartz based tile floor and the surface should be always kept free from dust, sand and soil. VICOSTONE® Surfaces can be easily cleaned with warm water and a mild household detergent, using a standard mop. Make sure the floor is completely dry before walking on it.



VICOSTONE® Cleanser

VICOSTONE® Cleanser has been specially designed and formulated for removal of extra stubborn stains without compromising the surface of VICOSTONE® Surfaces.

How to use VICOSTONE® Cleanser?

1. Shake the bottle well before applying.
2. Apply a generous amount of cleanser directly to the dirty area. Wait 2-3 minutes and wipe with dry, soft paper or cloth towel.
3. If the surface is still not cleaned, repeat the second step. The wait time should be under 20 minutes between each application.
4. After the dirt is removed, rinse the surface with clean water to ensure that all chemicals are removed from the surface.



Note: VICOSTONE® Cleanser should be used to remove the extra stubborn stains which can't be removed with a mild detergent. Do not use VICOSTONE® Cleanser as a daily cleaning method because it may leave a light mark or very slight discoloration on the surface. It may also dull or damage the surface's lustrous finish.

For further information, please contact us!

If you have an extra stubborn stain which can't be removed with VICOSTONE® Cleanser, please contact BENAA SURFACES's customer service for further assistance.

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