

# NATURAL STONE

Cleaning & Maintenance Guide



**Vedere.**

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## Helpful Facts

- All natural stones are exactly as the name suggests, natural material. They have been formed over thousands of years of natural sediments compacting over time to produce the various types of stone available today, including marble, granite, limestone, basalt, travertine, sandstone to name a few.
- All natural stones are porous, even the densest granites can be impervious to liquids.
- Vedere Group Pty Ltd advises that all natural stone is to be sealed with a penetrating sealer. The sealer will soak into the pores of the stone. The sealer will not make the stone completely resistant to stains, however it will make it easier to clean and maintain the surface.
- Regular cleaning and maintenance can add to the visual life span of stone installations. Stains and marks can be visually messy and extreme neglect can result in un-repairable damage on the surface.
- To avoid damage, we recommend you avoid Alkaline, Acidic, ammoniated abrasive cleaners and bleach as these will break down the sealer properties and possibly harm the stone.
- Use a Non-Acidic Neutral Cleaner specially formulated for natural stone and always read the cleaning instructions prior to using.
- Blot spills - wiping the area will spread the spill. Apply the area with plain water and mild soap and rinse several times.

Dry the area carefully with a soft cloth and repeat if necessary.

## Test Cleaning Solution

1. To be done at least 24 hours prior to ensure it will not discolour or adversely affect the surface. If you are satisfied with your cleaning test, follow the remaining steps.
2. Mix solution with recommended quantity of concentrated solution.
3. Apply mixed solution with a sponge, mop, or appropriate professional cleaning equipment.
4. Clean entire area with a mop, changing the mop and mixture as often as necessary to ensure soil is not re-deposited.
5. Wipe or rinse the cleaned area.
6. Allow area to completely dry before using.

## Care Precautions

### *Countertops:*

- Use coasters under all glasses especially with alcohol or citrus juices.
- Don't place hot items directly onto the stone surface.
- Use mats under hot dishes and placemats under china, ceramics, silver, or other objects to avoid scratching.
- Be aware that many common foods and drinks contain acids that will etch or dull the stone surface.

### *Flooring Surfaces:*

- Many flooring surfaces can become slippery when wet. When wet, try to reduce potential risk and mop the surfaces as often as necessary to remove excess water.
- If the stain remains, focus on stain removal. If the stain persists or for problems that appear too difficult to treat, call your stone care professional, installer, or restoration specialist.

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## Daily Cleaning

### *Countertop Surfaces:*

Use a soft cloth with drops of neutral cleaner, stone soap or a mild liquid dishwashing detergent and warm water. Too much cleaner or soap may cause stains. Don't use products that contain lemon, vinegar, other acids or any scouring powders or creams. Rinse the surface thoroughly after washing and wipe it with a dry soft cloth.

### *Floor Surfaces:*

Dust, mop interior floors frequently with a clean dry dust mop. Be careful with sand, dirt, and grit as they do the most damage to natural stone surfaces.

Wash floor regularly with clean water and neutral cleaners (preferably without soap). Rinse it thoroughly to remove all traces of soap or cleaner solution. Dry with soft cloth and allow to thoroughly air dry.

### *Bath and Other Wet Areas:*

Soap scum can be minimised by proper water flush and using a squeegee after using. Also use a non-acidic soap scum remover for regular cleaning.

### *Outdoor Pool and Patio Areas:*

In outdoor pool, patio, or hot tub areas, flush with clear water and use a mild bleach solution to remove algae or moss.

### *Exterior Stone Maintenance:*

Large installations should be given periodic overall cleaning as necessary to remove accumulated pollutants. Steps, walkways, fountains, etc should be kept free of debris and soiling by periodically sweeping and washing with water. Normal maintenance should include periodic inspection of the stone.

## Don'ts

- Use vinegar, lemon juice, or other cleaners containing acids on marble, limestone, travertine, or onyx surfaces.
- Use cleaners that contain acid such as bathroom cleaners, grout cleaners, or tub & tile cleaners.
- Use abrasive cleaners such as dry cleansers or soft cleansers.
- Mix bleach and ammonia as this combination creates a toxic and lethal gas.
- Never mix chemicals together unless the instructions advise you to do so.

## Do's

- Dust mop floors frequently
- Clean surfaces with mild detergent or stone soap.
- Blot up spills immediately
- Thoroughly rinse and dry the surface with clean, clear water after washing
- Protect floor and countertop surfaces for structural defects, movement and discolouration

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## Warranty Disclaimer

By nature, quarried Marble and Granite have conditions that cannot be controlled, i.e., Colour, Size, Veins, Fissures, Thickness, etc. Marble, Granite, Travertine, Limestone, and any quarried products that we offer have been cut from carefully selected stone blocks quarried from Mother Earth. Please understand that, as a natural product, a stone product may contain small, naturally occurring imperfections that are characteristic to the stone. These characteristics may be colour and shade variations, geological flaws, irregular markings, voids, veins, fissures, or lines of minor separations. It is a standard practice by the manufacturer to repair these variations by one or more of the following methods: filling or rodding. All these variations and characteristics are common and present to some degree. However, these characteristics are part of the natural beauty of the stone and will not impair the function or wearing qualities of the material.

It is hereby understood that Vedere Group Pty Ltd will not be held responsible for the natural conditions of natural material as described herein.

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