

CARING FOR & MAINTAINING ONE QUARTZ SURFACES®

Quartz countertops are extremely resilient. Routine care and cleaning is very simple, and with basic precautions to prevent stains, dents or scratches, quartz countertops can lend beauty and a sense of permanence to a home for decades.

ALL ABOUT ONE QUARTZ SURFACES®

ROUTINE CARE AND CLEANING

Quartz can be cleaned easily with a mild detergent, water and a soft cloth or paper towel, then rinse and dry thoroughly. Abrasive cleansers or harsh scouring pads and cleansers that contain bleach should not be used with quartz. Engineered stone surfaces do not require polishing to keep them shiny and smooth, but they should be cleaned gently to maintain their distinctive shine. Some quartz colors and finishes liked honed, matte, etc., are more sensitive to grease or finger-prints and may require extra care during routine cleaning.

A floor machine such as a slow speed buffer or walk behind scrubber can be used for larger commercial environments. Be sure to rinse thoroughly to remove any haze residue that may diminish the shine and beauty of the floor.

Avoid using metal knives and utensils directly on the countertop, as metal may scratch the quartz. When chopping vegetables, slicing bread or preparing other foods with sharp utensils, use a cutting board to prevent scratches.

To remove grease from your quartz countertops, use a product recommended for stone care. Harsh cleansers should not be used to remove grease or other cooking stains. Gently scrape away hardened grease with a plastic knife before applying cleanser.

STAINS AND SCRATCHES

For stubborn or dried spills, use a nonabrasive cleaning pad such as a white 3M Scotch-Brite® scrub pad combined with a small amount of mild soap or specialized stone cleaner.

While quartz countertops are resistant to scratches, scuffs, dents, stains and burns, these surfaces are not damage-proof. Homeowners must take care to avoid exposing quartz countertops to permanent inks, markers or dyes, as these substances may not be removable. If a countertop is marked by a permanent marker or dye, rinse the area with water as soon as possible, then apply a cleansing product approved for stone care if the stain is still visible. Clean the area again with water after applying the cleanser.

Although quartz is resistant to stains from juice, wine, coffee and other food substances, it is best to wipe up spills immediately to prevent possible stains. Do not use metal utensils or knives directly on the quartz surface.

PREVENTING CHEMICAL DAMAGE

Avoid exposing One Quartz Surfaces® to chemicals and solvents, especially paint removers or furniture strippers containing trichlorethane or methylene chloride. Avoid contact with nail polish remover, bleach or cleansers that contain bleach, bluing, permanent markers or inks. While casual exposure to alkaline materials will not damage quartz surfaces, highly alkaline (high-pH) cleansers are not recommended when cleaning. If any of the substances listed above come into contact with quartz, rinse the exposed surface immediately and thoroughly with plenty of clean water.

AVOID HEAT DAMAGE

Quartz countertops can be damaged by direct exposure to heat. When cooking, use trivets or heating pads to guard the countertop surface against direct exposure to hot cookware or coffee pots.

PROTECTING QUARTZ SURFACES

Quartz product does not require sealants, and its non-porous surface makes it a durable, sanitary option for kitchens or bathrooms. To ensure that you get the most life from your countertops and that your warranty covers any unexpected damages, follow the manufacturer's instructions for care and maintenance of quartz countertop.

To get the maximum use from this investment, choose quartz countertops that are covered by a warranty. A manufacturer's warranty will replace or repair a countertop if it shows evidence of a manufacturer's defect. With a reliable warranty and proper care, quartz is a safe countertop investment.

QUARTZ WARRANTY

Leading manufacturers provide a 10 to 15-year limited warranty that covers manufacturers defects. Warranties will not cover damages caused by the owner's use of the product unless damage is linked to an error made by the company. Your quartz countertops must be installed by a professional contractor in order to be covered by the warranty, in most cases. Follow the manufacturer's specific recommendations for maintaining your new countertops to get the maximum value from this investment.

Take a closer look at ONE Quartz Surfaces at your local showroom.

DISCLAIMER

CARE AND MAINTENANCE GUIDE

Dal-Tile does not manufacture installation products or countertop cleaning/maintenance products. Dal-Tile provides the information on this page to its customers as an information source only. Please contact an installation product manufacturer directly, **prior** to usage, to obtain proper handling instructions, application instruction and warnings concerning potential health hazards for any product contemplated for use.

To ensure your products will provide you with a lifetime of beauty and utility, proper maintenance is crucial. Natural stone products are porous by nature and require a different maintenance program than traditional ceramic tile. Dal-Tile also strongly recommends testing a small area **PRIOR** to usage of any installation/cleaning/maintenance product to determine whether the product serves its intended purpose.

SAFETY PRECAUTION TO CUSTOMERS

The products described in this document may have chemicals that cause reactions in certain individuals. Dal-Tile strongly recommends the use of safety glasses, respirators (masks) and gloves in handling any materials that contain chemicals. Dal-Tile recommends the proper disposal of any scrap tile/stone, installation and/or maintenance products discussed herein.