

Care and Maintenance



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AURASTONE – QUARTZ SURFACES

Standard Maintenance

Aurastone quartz surfaces are highly resistant to household stains, due to their low porosity. Aurastone recommends you to use Aura cleaning kit to clean its Aurastone quartz surfaces. If you don't have our cleaning kit, the best option is to use water and neutral soap. You should then finish off by rinsing the surface with plenty of water and drying it with kitchen paper or a clean cotton dishtowel.

Cleaning Stubborn Stains

When faced with stubborn stains, the best way to fix it depends on the type of stain. The most usual cases are:

Grease Stains

Apply Aura stain removal cream or similar (dishwasher soapy product) onto the stain and rub it in a circular motion with a sponge until it disappears. Repeat the process if necessary. Next, rinse with a generous amount of water and dry the affected area.

Removing Difficult Stains

For stubborn stains, from spills that harden as they dry (like gum, food, grease or paint) that sticks to Aurastone quartz surface, first remove them by gently scraping away the excess with a plastic knife or non-scratch pad. Then clean the surface with water and a clean cloth or paper towel. Use Aura stain removal cream if needed, and quickly clean off the surface with warm water. If the stain persists, contact Aurastone pte ltd or your contractors/Interior designer who liaised you with your Aurastone materials.

Silicone and Grout Stains

We recommend you remove the stains as soon as they appear. To do so, use a knife held horizontally and scrub with a sponge. You can also use a well-known brand of silicone remover. Afterwards, rinse with plenty of water and dry it.

Response to Impacts

One of the most notable features of these surfaces is high impact resistance. However, you should avoid impact to those areas that are less resistant and more sensitive to impact along edges.

Avoiding Heat Damage

After using certain kitchen utensils, such as frying pans, pots and other items that give off heat, do not place them directly onto the surface. Instead, you should use a tablemat (a rubber one, if possible) until the utensils have cooled down. This is because the sharp difference in temperature (between hot and cold) can damage the surface.

Not recommended products

Products such as solvent or acetone should not be used for cleaning worktops or slabs. Scouring pads should not be used. It is advisable to use microfibre cloth or wet paper.

AURASTONE – QUARTZ SURFACES

Precautions for General Use

- Do not leave water on the surface for long periods of time. The most sensitive areas are those that are close to sinks.
- Do not use sharp objects to cut directly on the worktop surface. Instead, use other protective materials such as chopping boards.
- Do not place the surface outside or anywhere that may be exposed to high levels of ultraviolet radiation.
- Do not place any objects that give off heat, or that have been recently removed from the cooker, onto the surface. Use a trivet or tablemat.
- Do not use water-repellents, sealants, polishes or similar products.
- Do not polish the surface.
- Do not place heavy objects that are unsuitable for worktop use on the surface.
- Do not use paint strippers, caustic soda or any products with a pH greater than 10. If you use bleach or solvents, you should rinse the surface with plenty of water. Never leave such products in permanent contact with the surface, as they may affect it after 12 hours. Avoid the use of any chlorine-based products and any contact with hydrofluoric acid.
- Do not use grease removers with a high mineral content, or very strong products containing 50% solutions of hydrochloric acid or sodium hydroxide.
- Do not use any scouring pads that may scratch the surface. Use a cleaning sponge.
- Examples of products that you must not use on Aurastone quartz surfaces: paint strippers, oven cleaning products, cleaning products containing methylene chloride, acids for unblocking plugholes or nail-polish removers containing acetone.
- If any of these products are spilled onto the surface, remove them as quickly as possible using plenty of water and neutral soap.
- The use of these types of products may result in the loss of the product warranty.

MYSA – SINTERED STONE SURFACES

Standard Maintenance

Due to its zero porosity, MYSA surface is highly resistant to stain for daily use and from chemical products, making it ideal for use in area such as a kitchen worktop and surfaces for other kinds of work, both indoor and outdoor.

For general cleaning, Aurastone recommends the use of Aura stain removal cream with a sponge or a sponge with soft fibres. If this product is not available, the best option is to use a neutral soap and water.

Cleaning Stubborn Stains

In the case of stubborn stains, either from residues that are resistant to normal cleaning agents or because they have stain on the surface for a long period of time, we recommend using more specific products such as: solvents (acetone or universal solvent type).

Prevention of Knocks

Although MYSA is a superior resistant surface, knocks and/or impact should be avoided in areas which are more exposed (corners, edges, bevels etc.).

Performance in Contact with Hot Objects

Household appliances such as frying pans, saucepans, casseroles and coffee makers etc. can be placed directly on the work surface after use. Electrical appliances which give off heat can also be placed on the unprotected MYSA surface.

Precautions for General Use

- Avoid the direct contact with metal parts of electric broiler, cooking worktops or ovens that, could get directly in contact with the material.
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- Avoid direct radiations in very high temperature such as chimney, barbecues, etc.
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- Avoid direct contact with flame.
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- Do not polish MYSA surface.
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- Avoid the use of metal sponges or abrasive particles on MYSA surface.
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- Avoid direct cutting on MYSA surface with ceramic knife, as they are a material with similar hardness to the material.
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- Avoid dragging or hitting cooking utensils against MYSA worktops.

DOMUS – GRANITE SURFACES

Standard Maintenance

Domus is highly resistant to heat and abrasion, making it ideal for use in areas such as counters and work surfaces around the kitchen. Due to its natural integrity, Domus is porous and occasionally needs to be sealed to improve stain resistance.

For general maintenance, apply sealant at intervals of 2 to 6 months of use depending on surface usage.

Preparing for sealant

Before applying a new layer of sealer, you must clean the edges well to ensure there are no impurities between the sealer and the stone. We recommend using a damp cloth or paper towel with a few drops of liquid detergent to clean the surface. This cleaning must be performed in an environment free from impurities so that these are not deposited onto the clean surface. You must apply the sealant when the surface is completely dry, to prevent any moisture from remaining within the stone when the sealer is applied.

Applying the sealant

The protection is applied by first pouring some of the product onto a cloth (never pour it directly onto the material). Then apply the product in a uniform manner across the entire surface to be treated. The treated surface must have a shiny appearance for 3 to 5 seconds once the product has been applied. Avoid any contact with nearby areas. Once the product has been applied you must let it to dry for approximately 5-10 minutes. Once this amount of time has passed, repeat application of the product. Once the second application has dried, remove any excess product using a dry cloth and do not use or handle for at least 24 hours.

Preventive Maintenance

The sealant treatment means that the stone requires almost zero maintenance and it provides a high resistance to staining. To keep the surface looking brand new, it must be cleaned regularly using a few drops of pH-neutral cleaner or a gentle dish detergent. The best results are obtained by cleaning with a damp cloth and warm water, rubbing softly to avoid abrasion of the surface layer. After cleaning, the surface must be rinsed with water and dried.

DOMUS – GRANITE SURFACES

Recommendations

- Do not place very hot objects directly on the countertop. We recommend using a trivet to prevent marking of the stone.
- If you spill any liquids on the countertop, dry them up as soon as possible.
- Avoid cutting directly on the countertop, since this may cause scratching.
- Never use very abrasive cleaning tools such as metal scouring pads. Rub the surface gently to prevent scratching.
- Do not use very acidic or alkaline cleaning products, since these could damage the surface layer.

Cleaning of stains

Ammonia

If you use ammonia for cleaning, be very careful not to mix it with any type of bleach, since this can produce a chemical reaction that generates a toxic gas. Clean the stain by rubbing it with a dampened cloth.

Baking soda (Sodium Bicarbonate)

This should be mixed with water to form a paste, which can then be applied to the stain using a cloth.

Detergents

Any common detergent such as those sold in supermarkets can be a good option. It should be diluted in water and then applied to the stain.

Precautions for General Use

- Avoid the direct contact with metal parts of electric broiler, cooking worktops or ovens that, could get directly in contact with the material.
- Avoid direct radiations in very high temperature such as chimney, barbecues, etc.
- Avoid direct contact with flame.
- Avoid the use of metal sponges or abrasive particles on Domus surface.
- Avoid direct cutting on Domus surface with ceramic knife, as they are a material with similar hardness to the material.
- Avoid dragging or hitting cooking utensils against Domus worktops.

LOUVE – TERRAZZO SURFACES

Standard Maintenance

Louve is highly resistant to heat and ultraviolet, making it ideal for use in areas such as a kitchen worktop and surfaces for other kinds of work, both indoor and outdoor. Due to its composition integrity, Louve is porous and occasionally needs to be sealed to improve stain resistance.

For general maintenance, apply sealant at intervals of 2 to 6 months of use depending on surface usage.

Preparing for sealant

Before applying a new layer of sealer, you must clean the edges well to ensure there are no impurities between the sealer and the stone. We recommend using a damp cloth or paper towel with a few drops of liquid detergent to clean the surface. This cleaning must be performed in an environment free from impurities so that these are not deposited onto the clean surface. You must apply the sealant when the surface is completely dry, to prevent any moisture from remaining within the stone when the sealer is applied.

Applying the sealant

The protection is applied by first pouring some of the product onto a cloth (never pour it directly onto the material). Then apply the product in a uniform manner across the entire surface to be treated. The treated surface must have a shiny appearance for 3 to 5 seconds once the product has been applied. Avoid any contact with nearby areas. Once the product has been applied you must let it to dry for approximately 5-10 minutes. Once this amount of time has passed, repeat application of the product. Once the second application has dried, remove any excess product using a dry cloth and do not use or handle for at least 24 hours.

Preventive Maintenance

The sealant treatment means that the stone requires almost zero maintenance and it provides a high resistance to staining. To keep the surface looking brand new, it must be cleaned regularly using a few drops of pH-neutral cleaner or a gentle dish detergent. The best results are obtained by cleaning with a damp cloth and warm water, rubbing softly to avoid abrasion of the surface layer. After cleaning, the surface must be rinsed with water and dried.

LOUVE – TERRAZZO SURFACES

Recommendations

- Do not place very hot objects directly on the countertop. We recommend using a trivet to prevent marking of the stone.
- If you spill any liquids on the countertop, dry them up as soon as possible.
- Avoid cutting directly on the countertop, since this may cause scratching.
- Never use very abrasive cleaning tools such as metal scouring pads. Rub the surface gently to prevent scratching.
- Do not use very acidic or alkaline cleaning products, since these could damage the surface layer.

Cleaning of stains

Ammonia

If you use ammonia for cleaning, be very careful not to mix it with any type of bleach, since this can produce a chemical reaction that generates a toxic gas. Clean the stain by rubbing it with a dampened cloth.

Baking soda (Sodium Bicarbonate)

This should be mixed with water to form a paste, which can then be applied to the stain using a cloth.

Detergents

Any common detergent such as those sold in supermarkets can be a good option. It should be diluted in water and then applied to the stain.

Precautions for General Use

- Avoid the direct contact with metal parts of electric broiler, cooking worktops or ovens that, could get directly in contact with the material.
- Avoid direct radiations in very high temperature such as chimney, barbecues, etc.
- Avoid direct contact with flame.
- Avoid the use of metal sponges or abrasive particles on Louve surface.
- Avoid direct cutting on Louve surface with ceramic knife, as they are a material with similar hardness to the material.
- Avoid dragging or hitting cooking utensils against Louve worktops.

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