

## General Usage Advice

### Routine Cleaning and Maintenance

Due to their low porosity, Diore Quartz surfaces are highly resistant to household stains. We recommend you use Uniqa Quartz Cleaner or CIF to clean your new worktops. If you don't have these products, 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 dish towel.



### 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 Uniqa or similar (dishwasher soapy product) onto the stain and rub it with a sponge until it disappears. Repeat the process if necessary. Next, rinse with a generous amount of water and dry the affected area.

#### Limescale

Use cleaning vinegar and a damp sponge. If the stain persists, you can use a limescale remover that has been diluted with water. Never leave it on for more than 2 minutes. Repeat the process if necessary. Rinse with plenty of water and dry with paper.

#### Silicone and Putty Stains

We recommend you remove the stains as soon as they appear. To do so, use a knife held horizontally and CleanColorsil, and scrub with a sponge. If you don't have any CleanColorsil, you can use a well-known brand of silicone remover. Afterwards, rinse with plenty of water and dry.

### Cleaning Difficult Stains

For difficult stains, pour some Uniqa Quartz Cleaner on to the affected area and leave for 2 minutes. Next, scrub with a gentle scouring pad (for glass-top cookers, blue type: no scratch), rinse with plenty of water and dry. If the stain persists, contact us for further advice.

### Other Stains

STAIN	PRODUCT	TOOL
Food	Neutral Soap + Water	Wet Dish Cloth
Ink	Alcohol Etilic*	Roll Paper
Greasy Stains (Oil)	Neutral Soap + Water	Wet Sponge
Limescale	Antical Product/ Vinegar	Wet Sponge

\* Do not apply directly on the stain. Add to wet paper.

### 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 table mat (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.

### Scratching and impacts

Diore Quartz is extremely hard, however to avoid scratching your surface use a cutting board and don't drag sharp objects such as keys across it. Hard impact will cause chipping and scratching. Any damage post installation due to impact is the responsibility of the end user.

# DIORE®

Q U A R T Z

- Do not leave water on the surface for long periods of time. The most susceptible 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 table mat.
- 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 cleaning products that have a mineral content or that include micro-particles in their composition.
- Do not use any scouring pads that may scratch the surface. Use a cleaning sponge.
- Products that you must not use include 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.
- Avoid impact with cutlery, dinner service or pots and pans. These items can chip and scratch the material.
- Avoid rubbing on the edge with metal belts/buckles, this can chip and scratch the material.
- Cracking occurs if material is not supported as per our guidelines. It also occurs with impact. No warranty applies.
- Stepped Joints - can occur when kitchen installation settles. This is not covered under warranty.
- Chipped joints are caused by dragging items across the joint. This is not covered under warranty.
- Sinks - fabricated eg. Axix - not covered under warranty.
- Sealants - between all joints need renewing after time and are not covered under warranty.

## Diore 10 Year Warranty

The user must provide a proof of purchase and the worktop must have been installed by an accredited Diore Installer.

All warranty applications must be registered within 90 days of the installation date.

Please register for the warranty online at:

**<https://www.bluestone-uk.com/diore-surfaces-warranty-activation>**

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