

# DIORE TERRAZZO

## PRODUCT INFORMATION, CARE AND MAINTENANCE

PLEASE CAREFULLY REVIEW THIS GUIDE, WHICH PROVIDES ESSENTIAL PRODUCT INFORMATION FOR BLUESTONE'S DIORE TERRAZZO SURFACES, ALONG WITH KEY RECOMMENDATIONS FOR AFTERCARE AND MAINTENANCE. FOLLOWING THESE GUIDELINES IS CRUCIAL TO PREVENT DAMAGE OR DETERIORATION, AS BLUESTONE CANNOT BE HELD RESPONSIBLE FOR ISSUES ARISING FROM IMPROPER CARE.

Diore Terrazzo is a premium, durable surface known for its aesthetic appeal and strength. However, like all materials, Terrazzo has certain inherent characteristics that should be considered. Both cement and resin Diore Terrazzo may exhibit natural flaws, such as pinholes or hairline cracks, which can be minimized but not completely eliminated. If extreme durability and resistance to stains are your top priorities, you may want to explore alternative materials, such as quartz or granite, which offer similar looks with fewer vulnerabilities.

### POTENTIAL ISSUES

#### Pinholes

Pinholes are small air pockets that may develop during the manufacturing process, often becoming noticeable after the Diore Terrazzo is ground. These can typically be filled through grouting, but a few may remain visible.

#### Cracks, Scratches, and Chips:

While Diore Terrazzo is durable, it can still crack or chip if mishandled. To mitigate this risk, rounded or chamfered edges are recommended. Be cautious when handling heavy objects like cast iron cookware, as dropping such items can cause significant damage. Additionally, extra care should be taken around cutouts (such as for kitchen sinks or hobs), as these areas are more prone to chipping and cracking. Structural movement can also cause cracking, particularly if the base beneath the Diore Terrazzo is unstable or cannot support the required weight (55kg/m<sup>2</sup> for cement Diore Terrazzo, 50kg/m<sup>2</sup> for resin Terrazzo).

#### Variations:

Due to natural and manufacturing processes, slight variations in color and pattern may occur in Diore Terrazzo. It is recommended to view the material in person prior to placing your order, as Bluestone cannot be held responsible for variations after the slabs are cut or installed.

### COMMON ISSUES

#### Scuffs and Scratches:

Scuffs, especially in high-traffic areas, are usually superficial and can be removed with regular cleaning. However, deeper scratches may require professional re-grinding and polishing to restore the surface.

#### Stains:

Diore Terrazzo is a porous material, making it susceptible to staining from acidic substances or products such as red wine, vinegar, or sauces. To avoid permanent damage, spills should be cleaned immediately using a neutral detergent (e.g., dishwashing soap). Bluestone's Anti-Stain Protection offers added protection against stains, but we recommend reapplying it every 6 to 12 months to maintain effectiveness.

### SPECIAL CLEANING:

For more severe stains or neglected surfaces, re-grouting and re-polishing may be necessary to restore Diore Terrazzo. It is recommended that special cleaning and restoration be carried out by professionals, as improper methods can cause additional damage.

### MAINTENANCE TOP TIPS

- Apply Bluestone's Anti-Stain Protection every 6 to 12 months to protect against stains.
- Wipe spills immediately and clean the surface daily.
- Use neutral cleaners, such as dishwashing liquid, and avoid products containing bleach or vinegar.
- Prevent liquids from pooling on the surface to avoid stains.
- Do not place heavy objects directly on the surface, and avoid sitting on the countertop to prevent cracking or chipping, especially near cutouts for appliances.

By following these care and maintenance tips, your Diore Terrazzo surface will maintain its beauty and durability for many years to come. If you have any questions or need further assistance, please don't hesitate to contact Bluestone's team for expert advice and support.

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