Mineral Surfaces Care and Use Guide

Congratulations on the purchase of your Daltile Mineral Surface countertop. Daltile Mineral Surface is an elegant, durable and resilient countertop surface that will provide you with many years of comfort and satisfaction. Maintaining your Mineral Surface is simple and easy. In order for your Daltile Mineral Surface Residential Limited Lifetime Warranty to remain in effect, you must carefully follow these care and use guidelines.

ROUTINE CLEANING

• Daltile Mineral Surface countertops are easy to maintain. Mineral Surface is a non-porous material that is highly resistant to stain, scratches and heat; however, it is not stain, scratch, or heat proof. By following the recommended care and maintenance it will help ensure your Mineral Surface remains beautiful for many years. There is no need to seal your Mineral Surface countertop. Sealers cannot penetrate Mineral Surface and remain on the surface. Eventually the sealer will start to wear off unevenly in high-use areas causing the polish to appear inconsistent.

EVERYDAY CARE

Simply clean with soap and water on a regular basis to keep the lustrous gloss and radiant sheen. Use warm water and a damp cloth with a small amount of non-abrasive cleaner that does not contain bleach.

- Although Daltile Mineral Surface is resistant to stains, spills should be cleaned as soon as possible. Spills and residues from fruits, vegetables, or other foods should be wiped up and cleaned with soap and water immediately.
- For everyday cleaning, use a soft sponge or dishcloth with warm water.
- For stubborn or greasy clean ups, use a gentle liquid cleaner like Mr. Clean, 409, Simple Green, Fantastic etc., or ordinary dish washing detergent (ex., Palmolive with warm water and a "White ScotchBrite").
- Never use red or green ScotchBrite on Mineral Surface as they contain aluminum oxide (the same abrasive in sand paper) and may dull the finish.
- Do not use abrasive cleaning agents such as Comet and Ajax. If needed, Bon Ami and Bar Keepers Friend are both approved non-abrasive cleaning powders that will clean without affecting your Mineral Surface's finish.
- Do not drop or place any object of excessive weight on the surface of the countertop.
- Do not sit or stand on the countertop.

PREVENTING DAMAGES:

- **Heat -** Daltile Mineral Surface is designed to be resistant to heat and can withstand exposure to normal cooking environments for brief periods of time without being damaged. Although Daltile Mineral Surface withstands heat better than most surfacing materials on the market, all surfacing materials, including stone, can be damaged by extreme temperature changes, whether prolonged or sudden. Please use trivets and hot pads when placing hot skillets, pans, crock pots or other heat-generating kitchenware on the surface.
- Mineral Surface is scorch resistant and under normal conditions is not affected. Always use a trivet or hot pad between your Daltile Mineral Surface and any heat generating device including but not limited to crock

pots, air fryers, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the Mineral Surface warranty.

- Protect countertop surfaces with coasters, trivets or place mats.
- Do not abuse the countertop. Abuse includes, but is not limited to, use and cooking, especially with oil or grease, that is unreasonable considering the normal and expected use of the countertop.
- **Scratches –** although Daltile Mineral Surface is resistant to scratches, cuts, and chipping, cutting directly on the Mineral Surface should be avoided. Using cutting boards and avoiding dropping or moving heavy objects on the surface will help to ensure long-lasting beauty.
- **Chemical -** avoid exposing Daltile Mineral Surface to any strong chemicals and solvents. It is important to note that some of these chemicals and solvents can be found in household items like paint removers, paint and stain strippers that contain trichloroethane or methylene chloride, nail polish removers, bleach, furniture cleaners, oil soaps, permanent markers or inks, and chemicals with high alkaline/PH levels (oven cleaners, drain openers, etc.). Avoid using cleaning products that contain oils, powders or abrasives.

CHEMICALS TO AVOID

The below list of chemicals should be avoided with Daltile Mineral Surface countertops; however, the below list is not a complete list, and there may be other chemicals not listed here that may cause damage. The effect of any chemical usage on Daltile Mineral Surface countertops is ultimately dependent on the type of chemical, the length of exposure, and the degree of concentration.

- Oil soaps, bluing agents, dyes, stains, paint thinner or strippers
- Solvents such as acetone, nail polish, lacquer thinner, or bleach (short term exposure is acceptable for purpose of cleaning difficult stains based on removing and rinsing applied area within 5 minutes).
- Chlorinated solvents such as trichloroethylene or methylene chloride
- Benzene, toluene, methyl ethyl ketone
- Concentrated acids such as hydrocyanic acid, hydrofluoric acid, hydrochloric acid, sulfuric acid, nitric acid.
- Chemicals with high alkaline/PH levels (pH > 10)

If any of the substances listed above come into contact with Daltile Mineral Surface, rinse with plenty of water and follow routine cleaning procedures immediately.

Although long term or frequent exposure must be avoided at all times, the following products along with a non-abrasive cleaning pad may be used with short term exposure (removing and rinsing immediately after application with water) to clean difficult stains or residues. Always handle such cleaning agents with care and rinse the applied surface with water afterwards.

Recommended Cleaners:

a) Soap and water
b) Denatured alcohol
c) Hope's® Surface Cleaner
d) Rock DoctorTM Cleaner

Remove excess products immediately after application with water and cloth. Prolonged exposure may ruin the surface.