

# Cleaning and Maintenance Guide

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# Cleaning and Maintenance

All Neolith finishes are easy to maintain and clean. However, there is a difference between the two main finishes, Matte finishes (Silk, Satin, Riverwashed, Slate...) and Polished finishes (Ultrasoft, Decorpholish...), as the cleaning and maintenance instructions vary depending on the type of finish.

The main difference between the two types is that the Polished finish provides shine, depth, an attention-grabbing reflection due to the planimetry and a touch of elegance to all designs. This finish creates surprising effects and brings a bit of sophistication and class to any space where it's applied.

The following aspects must be taken into consideration with all Neolith finishes:

## BE PARTICULARLY CAREFUL WITH CERAMIC KNIVES:

Ceramic knives can scratch a Neolith surface irrespective of the finish.

## BE PARTICULARLY CAREFUL WITH THE EDGES:

Neolith is high-performance material that is resistant to stains, heat, UV rays, scratches and much more. However, just like other products in the sintered category, it requires special attention in order to prevent strong impacts around the edges of countertops as well as chipping.

One great advantage of the production process is that Neolith is heat-resistant. Hot pots and pans won't decolor or damage the surface even though Neolith recommends using trivets or heat mats.

# Characteristics

## NEOLITH MATTE FINISHES (SILK, SATIN, RIVERWASHED, SLATE...)

Neolith countertops are rather easy to clean as any liquids or residue deposited cannot penetrate the material which guarantees proper hygiene. A damp cloth is usually enough to clean them.

Stains created by food and substances generally used in kitchens (lemon juice, vinegar, olive oil, wine and coffee, for example) are easy to remove. Even the most aggressive cleaning agents such as bleach do not affect Neolith surfaces.

## NEOLITH POLISHED FINISHES

Neolith Polished finishes stand out due to the esthetic characteristics. To get this level of shine, the highest quality raw materials and most advanced technology are used to produce them. A few special considerations must be taken into account with these finishes when using some chemicals on the countertop or with respect to its scratch resistance.

Numerous tests have been done to verify the durability and applicability of the Neolith Polished finish to be able to use it as a kitchen countertop. The results show that the material does not stain just like all other finishes in our line. Moreover, thermal shock tests have been performed to prove that the Polished finish resists extreme heat conditions without deteriorating.

However, the chemical resistance of the Polished finish is significantly lower than other finishes and some basic strong substances may affect the surface and cause a loss of shine.

# Cleaning

## NEOLITH MATTE FINISHES (SILK, SATIN, RIVERWASHED, SLATE...)

Use a microfiber cloth to remove any surface dust. Clean the Neolith countertop every day, if necessary.

Neolith can be washed with warm water. A cleaning product can also be used in the correct dose as per the manufacturer's recommendations. (Avoid using products with hydrofluoric acid or derivatives). Rinse with warm water and dry with a rag or something similar.

For spills, we recommend cleaning them up as quickly as possible to prevent encrustations and maintain the ease of cleaning.

The use of wax, impregnation agents and other treatments (hydro oil-repellant) on the product is not recommended as their use is not at all necessary nor does it offer any benefits.

As occurs with some detergents on the market, they contain waxes and shine additives which may leave an oily layer on the Neolith surface after several cleanings. Do not hit your Neolith countertop with anything large or heavy. It may chip and even break (the edges are most sensitive to physical damage).

**TIP:** Examine the stain carefully when applying any treatment. The treatment is working if the marking is still there, yet lighter and smaller. Keep applying until the stain has completely disappeared.

## NEOLITH POLISHED FINISHES

To clean, just rinse immediately whatever has been spilt and dry with an absorbent cloth. For daily cleaning, simply use a damp cloth with soap and water.

For encrusted stains, the cleaning procedure involves dampening the stain with a little hot water, letting the dirt "loosen up" and rinsing and then removing it with a clean cloth.

Avoid using scourers, coarse sponges and steel wool. Neolith recommends using a blue scourer (anti-scratch) made with soft fibers which is suitable for glass, glass-ceramic and non-stick pans.

Do not use caustic soda or products with a pH of more than 11 (ammonia and bleach, for example). If bleach is used, it must be rinsed with plenty of water and never left in permanent contact with the Neolith Polished surface. Avoid cleaning the countertop with abrasive cleaners such as Cif Cream.

Use utensils to put pots down as well as coasters and napkins.

Never cut food directly on the countertop; use a cutting board.

Do not pull or drag utensils, pans or other appliances across the countertop.





# Application recommendations:

## NEOLITH MATTE FINISHES (SILK, SATIN, RIVERWASHED, SLATE...)

- Countertop
- Interior, exterior cladding
- Interior flooring
- Outdoor flooring
- Sinks

## NEOLITH POLISHED FINISHES

- Countertop
- Interior, exterior cladding
- Interior flooring not connected to the outdoors in a home with exclusively low-intensity pedestrian traffic.

## NEOLITH DOES NOT RECOMMEND:

- Outdoor flooring (dust abrasion)
- Average to high-traffic interior flooring (slippery, transit abrasion)
- Sinks (impacts, friction)

# Cleaning products

Here is a list of substances recommended for stain removal:

TYPE OF RESIDUE	TYPE OF DETERGENT
Grease	Alkaline / Solvent
Oil	Solvent
Ink	Oxidant / Solvent
Oxides, rust	Acid
Lime	Acid
Cement remains	Acid
Wine	Alkaline / Acid
Coffee	Alkaline / Solvent
Candle wax	Solvent
Iodine	Oxidant
Blood	Oxidant
Ice cream	Alkaline
Resins	Solvent
Fruit juice	Oxidant
Permanent marker	Solvent
Aluminum scratch	Acid

# Example products

- Acid:** Acidic cleaning products: Stripping agent, descaling agent, cement remover...
- Alkaline:** Basic cleaning products: ammonia, degreasers...
- Solvent:** Universal solvents, turpentine, acetone, alcohol...
- Oxidant:** Hydrogen peroxide, diluted bleach...

Warnings: Always following the dosing and times recommended by the manufacturer is recommended.

## NEOLITH MATTE FINISHES (SILK, SATIN, RIVERWASHED, SLATE...)

Standard cleaning may not remove all residue. In such cases, a specific procedure may be required depending on the type of residue. The time the substance remains on the surface is highly important, which means cleaning the area as quickly as possible to prevent it from drying for easier removal is recommended.

**NEVER USE: FERROKIT**, an iron oxide stain remover for fabric that contains hydrofluoric acid, among other compounds, which DAMAGES SURFACES.

Acid	<b>NEOLITH DOES NOT RECOMMEND:</b>
Alkaline	Hydrofluoric acid and derivatives
Solvent	Ferrokit and similar products
Oxidant	

## NEOLITH POLISHED FINISHES

To clean a Polished countertop, using water with soap and a damp rag is recommended. If there are any encrusted/dry stains, soak the stain with the proper detergent and wait to rub it out with a damp rag.

**NEVER USE: FERROKIT**, an iron oxide stain remover for fabric that contains hydrofluoric acid, among other compounds, which DAMAGES COUNTERTOPS.

- Diluted alkaline (pH under 11)
- Alcohol and glass cleaners

## NEOLITH DOES NOT RECOMMEND:

- Acids
- Ferrokit and similar products
- Abrasive cleaners and sponges
- Abrasive mineral products
- Alkaline
- Solvent
- Oxidant







#### CUSTOMER SERVICE

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