

CARE AND MAINTENANCE GUIDE



VITORIA
STONE



CONGRATULATIONS ON CHOOSING VITÓRIA STONE FOR YOUR PROJECT!

By choosing our products, you are investing in quality, innovation, and sophistication. Each natural stone we offer is carefully selected, reflecting our commitment to excellence and our desire to exceed your expectations.

We are confident that the stones you have chosen will bring a unique and lasting touch to your project.

Thank you for trusting us and allowing us to be a part of your accomplishment. You can always count on our support to ensure the best possible experience.

Care Guide:

Preserve the Beauty and Durability of VITÓRIA STONE Natural Stones

This guide was created to help you make the most of VITÓRIA STONE natural stones in your project. We have gathered the main care and maintenance guidelines that will help you preserve the beauty, durability, and functionality of your stones over the years.

By following these recommendations, you ensure that your investment remains valuable and that the unique characteristics of each piece are maintained.

Our commitment is to be with you every step of the way, providing continuous support for a complete and satisfying experience.

Continue reading to learn how to keep your stones pristine and extend the life of your surfaces with simple and effective care.



Natural Stone Care and Maintenance Guide

When you purchase a VITÓRIA STONE product, you are not only receiving the result of the most advanced ornamental stone production technology but also the most comprehensive technical support in the industry.

To ensure the best experience in the daily use of the installed materials, it is essential that the pieces are properly cleaned and maintained according to the following recommendations.

These guidelines will guarantee the best performance of VITÓRIA STONE products in your project. If you have any questions, please contact our After-Sales Technical Support Service (assistenciatecnica@vitoriastone.com), available to clarify all your concerns.

IMPORTANCE OF PERIODIC CARE AND FOLLOW-UP WITH THE STONE FABRICATOR:

Regular cleaning should be done to preserve the beauty of the stones, protect them from damage such as scratches and stains, and ensure the value of your investment.

Additionally, it is important to ensure that the stone fabricator responsible for cutting and finishing your natural stones follows the recommendations provided by VITÓRIA STONE to guarantee the optimal performance of the slabs.

MATERIALS AND CLEANING METHODS:

1. ***Recommended Cleaning Materials***
 - 1.1. *Soft, clean cloth*
 - 1.2. *Warm water*
 - 1.3. *Neutral detergent*
2. ***Cleaning with Neutral Soap***
 - 2.1. *Mix a small amount of neutral soap with warm water.*
 - 2.2. *Moisten the cloth with the solution and clean the stone surface using gentle circular motions.*
 - 2.3. *Rinse the surface with clean water and dry it with a soft cloth.*
3. ***Products to Avoid***
 - 3.1. ***Acidic products***
 - 3.2. ***Alkaline products***
 - 3.3. ***Abrasive products***
 - 3.4. ***Floor cleaning products***

TREATMENT FOR SPECIFIC STAINS

It is recommended to immediately clean staining agents such as coffee, soft drinks, ketchup, mayonnaise, mustard, vinegar, red wine, oil, and cooking oil (hot or cold). Even with the application of hydro-oil repellent sealers on natural stone surfaces, prolonged exposure can result in permanent stains, making removal difficult or impossible after cleaning.

ADDITIONAL CLEANING TIPS:

1. *Quick response times to prevent stains from setting on the surface after contact;*
2. *Pre-test new products to avoid staining the surface;*
3. *Use clean, dry cloths to avoid damage or staining the surface.*

DAMAGE PREVENTION:

1. *Avoid using sharp objects such as knives, scissors, or sharp tools directly on natural stone surfaces.*
2. *Protect natural stone surfaces from heavy objects falling on them.*

To conclude, we would like to emphasize that by following the care and maintenance guidelines provided in this document, you will be ensuring the longevity, beauty, and high performance of your VITÓRIA STONE product. Our natural stones have been developed with the utmost technology and quality, and with proper attention to daily care, your investment will remain valuable for many years.

We are always available to assist you. Should you have any questions or need additional support, please do not hesitate to contact us.

The VITÓRIA STONE team thanks you for your trust in our products and services, and we wish you a continuously satisfying experience.

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