



USE AND MAINTENANCE ADVICE

Quarella Velvet and Chenille surfaces - LIVING and EVO series

In order to conserve your Quarella surface in the best way, we advise you to follow the indications on this page, bearing in mind that:

- the following indications should be considered guidelines for ordinary use in interior environments and, in any case, do not modify the responsibilities of the final user;
- any application of Quarella products in outdoor environments must be evaluated on a time-by-time basis, with the consultancy of Quarella's authorised personnel.

1. DAILY CLEANING

We always suggest the most delicate methods. The color of the material may be affected by strong acid or base substances, therefore we suggest neutral PH detergents be used.

For everyday cleaning it is sufficient to pass a clean humid cloth on the surface and dry it off with a dry cloth. Alternatively, it is possible to wash the surface with a modest amount of neutral soap, such as common Marseilles soap, and then rinse and dry with a soft, dry cloth.

Attention:

We advise you not to use detergents, cleaning or stain removal techniques that are not suitable for the purpose: the wrong type of intervention could cause irreversible damage. We advise you to always examine the label of the product you want to use, to ensure it is suitable for the purpose and, in any case, we suggest you test it, according to the instructions for use on the package, in a small area of the surface that is hidden from view.

2. HOW TO TREAT THE MOST RESISTANT STAINS

If the surface has encrustations of flux or dried stains, we advise you to remove the solid part with a knife. A plastic knife would be best, but care should be taken in any case. If residue remains, you can use a sponge for delicate stains (such as Scotch Brite No Scratch). If the problem persists, a common detergent may be used, or a slightly abrasive cream (such as CIF cream), rubbing the surface with a circular movement. Following this treatment, the surface must obviously be rinsed with hot water and dried.

Many types of stains can be removed effectively with special non-abrasive sponges (such as Magic Rubber by Mastro Lindo, Easy Erasing Pad by Scotch Brite, etc.), which can be found easily in large scale distribution centres or in shops specialised in home cleaning products. In any case, we advise great attention be paid to avoid exaggerating in the use of these products.

In the case of Chenille finishing, due to the roughness of the surface, a manicure brush may be used with neutral soap and water to remove dirt that may have lodged in the spaces.

Occasionally, providing the instructions are carefully followed, it is advisable to apply impregnating or protective products on products with Chenille finishing. We suggest that if you do not feel safe in performing the protective treatment, you should apply to a marble or floor treatment specialist.

If the procedures described above do not provide appreciable results, we advise you to contact a marble or floor treatment specialist.

3. PRECAUTIONS

Always avoid any exposure to chemical products. If any chemical substances have been accidentally spilled on the surface (products for the cleaning of metals, ovens or brushes, paint, acids, solvents and products with an acetone base, highly alkaline substances, etc.), we advise immediate removal with a cloth or paper, followed by abundant rinsing.

We advise you not to leave food on the surface, such as oil (whether olive oil or seed oil), wine, tea, coffee, fruit juices, beverages (such as Coca Cola) fruit and vegetables (cut) or products for personal hygiene, such as toothpaste, perfumes, after-shave, etc. Some of the substances contained in these products may be aggressive. Therefore, in order to safeguard the surface, they should be removed as quickly as possible and the surface should be rinsed with water and dried. In the case of oily substances, the surface should be washed with a neutral soap.

Quarella products are built to resist shocks, nevertheless it is recommended not to apply excessive force or pressure on the material. Try not to strike the surface or place excessively heavy weights on it. Additionally, we suggest to avoid sitting on or climbing onto the kitchen and bathroom counters with your feet, for any reason.

The application of filming or coating products on Quarella surfaces could cause variations in the aesthetic effects of the product, which are hard to foresee.

ADVICE FOR THE DAILY USE OF YOUR KITCHEN COUNTER

If Quarella products are installed as kitchen counters, we advise the following warnings be born in mind, in addition to the recommendations above:

Heat:

Quarella surfaces are designed and realised to withstand temperatures that may occur with normal daily use; nevertheless, we advise the user to avoid direct and prolonged exposure to intense and concentrated sources of heat. We therefore suggest customers use a common pot coaster to put hot pans or electric equipment on, which could become incandescent or very hot. Continuous thermal stress could cause variations in the structure and color of the material.

Scratches:

Because of their aesthetic qualities, these types of surfaces possess considerable capabilities to hide scratches.

We recommend, in any case, that the surface not be used to cut, chop or mince foods and that common kitchen cutting boards be used instead.