

real.stein



Caring for Natural Stone

Thank you for choosing natural stone, artificial stone or ceramic from Real-Stein AG. This leaflet contains important information and care instructions to help you preserve the natural beauty and quality of our products for many years to come.

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CLEANING AND CARE INSTRUCTIONS

All products can be purchased from our on-line shop at www.real-stein.ch or in our showrooms.

Cleaning products	Description	Natural Stone		Artificial Stone	as a Set				
		Surface			Universal cleaner	Basic Cleaner	Anti-mold	Descaler	
		polished	unpolished						
Universal cleaner	<p>Suitability for all granite, quartzite, marble, natural stone, ceramic and artificial stone surfaces</p> <p>Frequency daily</p> <p>Description ready for use as a concentrate</p> <p>Directions for use add the Concentrate product and the water according to the markings on the spray bottle, and mix well. Use the atomiser to evenly distribute the product over the stone surface. Leave in contact for a short time. Wipe off completely with a cleaning cloth.</p>	✓	✓	✓	✓				
Basic cleaner	<p>Suitability for all granite, quartzite, marble, natural stone, ceramic and artificial stone surfaces</p> <p>Frequency as required, in the case of very heaving soiling; Removes oils and fats</p> <p>Description ready for use</p> <p>Directions for use use the atomiser to spray the ready for use Basic Cleaner directly and evenly onto a clean/dry surface and leave for 5-10 minutes. Meanwhile clean with a brush. after the solution step, add some water and brush once again. Rinse with clear water and dry. Use of the Basic Cleaner weakens the waterproof sealant of the natural or artificial stone. It should be reapplied.</p>	✓	✓	✓		✓			
Waterproofer for polished surfaces	<p>Suitability for all polished (shiny) granite, quartzite, marble, natural stone surfaces</p> <p>Frequency depending on frequency of use / when water droplets no longer roll off</p> <p>Description ready for use</p> <p>Directions for use after cleaning with the Universal Cleaner, spray directly onto a clean, dry surface. Distribute evenly using a soft sponge and circular movements. Leave to dry. Polish once again using a clean, dry cloth. In the case of highly porous materials, repeat the process several times, as required. Initially test the product over a small area.</p>	✓				✓			
Waterproofer for unpolished surfaces	<p>Suitability for all non-polished (matt) granite, quartzite, marble, natural stone surfaces</p> <p>Frequency depending on frequency of use / when water droplets no longer roll off</p> <p>Description ready for use</p> <p>Directions for use after cleaning with the Universal Cleaner, spray directly onto a clean, dry surface. Distribute evenly using a soft sponge and circular movements. Leave to dry. Polish once again using a clean, dry cloth. In the case of highly porous materials, repeat the process several times, as required. Initially test the product over a small area.</p>		✓			✓			
Anti-mold	<p>Suitability for all non-polished (matt) granite, quartzite, marble, natural stone surfaces</p> <p>Frequency as required</p> <p>Description ready for use</p> <p>Directions for use Wear protective gloves/clothing and eye/face protection. Spray the ready-to-use product onto the surface, leave on for about 10 minutes and clean with the non-scratch sponge provided. Wash hands and skin thoroughly after use.</p>		✓				✓		
Anti-mold + Waterproofer	<p>Suitability for all non-polished (matt) granite, quartzite, marble, natural stone surfaces</p> <p>Frequency as required</p> <p>Description ready for use</p> <p>Directions for use Apply the ready-to-use product evenly on clean and dry surfaces with the sponge brush provided, where moss and lichen normally form (e.g. corners). Repeat in a second pass depending on the absorbency of the surface.</p>		✓				✓		
Antibacterial	<p>Suitability for all granite, quartzite, marble, natural stone, ceramic and artificial stone surfaces</p> <p>Frequency as required</p> <p>Description ready for use</p> <p>Directions for use Shake before use. Spray the ready-to-use product onto the surface to be cleaned and rub off with the microfiber cloth provided. No rinsing required.</p>	✓	✓	✓			✓		
Descaler (Step 1)	<p>Suitability for all granite, quartzite, natural stone surfaces. DO NOT use on limestone (like marble, travertine etc.)</p> <p>Frequency as required</p> <p>Description ready for use</p> <p>Directions for use Spray the ready-to-use descaler onto the surface, leave for 5-10 minutes, clean with the non-scratch sponge provided. Rinse and repeat if necessary.</p>		✓	✓					✓
Clean and Wax (Step 2)	<p>Suitability for all granite, marble, quartzite, natural stone surfaces</p> <p>Frequency as required</p> <p>Description ready for use</p> <p>Directions for use After the descaler (step 1), spray the ready-to-use product onto the surface and clean with the microfiber cloth provided. No rinsing required.</p>	✓	✓						✓

CLEANING AND CARE INSTRUCTIONS

General information	Natural or artificial stone surfaces can be cleaned daily with a microfibre cloth and soapy water. For this we recommend our cleaning and care products available from our on-line shop at www.real-stein.ch or our exhibitions.
Fat splashes	Öl-, Fett- und Bratpfannenspritzer immer sofort entfernen.
Cleaning sponge	Do not use the abrasive side of abrasive cleaning sponges (Scotch-Brite, etc.), on natural or artificial stone. This can scratch the polish and reduce the shine.
Lime scale removal	Never use descaling agents such as Durgol. Natural and/or artificial stone are calcareous by nature. Descaling agents attack the natural stone and can cause substantial loss of shine and/or discolouration, which are difficult to correct. Lime spots on polished surfaces can be removed with fine steel wool or a razor blade. We recommend our on-site service for lime spots on unpolished surfaces.
Water proofing	Natural stone has many uses and is porous to varying degree. These pores are closed in the factory by applying a waterproof sealant. This prevents or reduces the absorption of liquids. The waterproof sealant slowly deteriorates over time (3-6 years, depending on use). Reduced protection is suspected when the water no longer rolls off but spreads over the surface. The waterproof sealant must be replaced in order to maintain this protection. We recommend that this is carried out on-site by our service team. If customers choose to carry out this procedure themselves, we recommend that they use our waterproofing products available from our on-line shop at www.real-stein.ch or our exhibitions.

INSTRUCTIONS FOR USE

Hot pans	Do not place hot pans or pots directly on natural or artificial stone. High variations in temperature can cause hairline cracks or fat may burn into the natural or artificial stone (pan rings). The high temperatures also alter the protective effect of the waterproof sealant. Therefore always use trivets.
Nero Assoluto	Nero Assoluto granite must not be exposed to hot steam as it is a very compact natural stone. The heat generated by the steam can cause stress cracks. Therefore, always allow the dishwasher or dishes to cool down with the door closed.

REPAIR SERVICE

Natural stone defects	Chipping can be repaired in many cases. A resin is applied and polished. This fee-paying service can be requested from us on-line at www.real-stein.ch .
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