

CLEANING MANUAL AND WARRANTY



IT COVERS YOU

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QUARTZ COVER

USE AND CLEANING RECOMMENDATIONS

QUARTZ COVERS

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HOUSING CLEANING AND MAINTENANCE.

Cleaning quartz surface covers is very easy, thanks to the stain resistance of this extraordinary material. The quartz surface is hard, non-porous, chemical resistant and high performance. Enhance the aesthetics of residential kitchen with natural beauty of quartz.

"Use Italian Lustrò or use water and a paper towel"

With simple care, it does not require an expert **indeko**, the quartz surface will retain its radiant and bright appearance for many years. For routine cleaning, clean the cover with a damp cloth or paper towel, and if necessary, a small amount of non-abrasive cleaner such as Italian Lustrò.

"Clean up spills immediately, before they dry out"

Although quartz covers resist permanent stains when exposed to liquids (such as wine, vinegar, tea, lemon juice and soda) or fruits and vegetables, it is recommended to clean food and liquid spills as soon as possible.

For dry and difficult spills, use a non-abrasive cleaning sponge such as White 3M Scotch – Brite combined with Italian Lustrò or a comparable cleaning product.

"It is not necessary to wax it or polish it"

Because it is not porous, the quartz surface does not require sealants or waxes. Quartz maintains its lustrous shine and ultra smooth surface without polishing or applying sealant.

WHAT NOT TO USE

If any of the substances mentioned below comes into contact with the quartz cover, rinse the surface with water.

"Do not use bleach / cleaner"

Avoid using cleaners that contain chlorine or similar. Always follow the manufacturer's instructions for use and be careful when handling and storing cleaning products.

"Avoid high Ph cleaners"

Occasional exposure to alkaline solutions, such as diluted chlorine / cleaner, does not damage quartz surfaces. Highly alkaline (high PH) cleaners, oven cleaners such as chlorine / cleaner and concentrates Not recommended.

Avoid exposing quartz surfaces to strong chemicals and solvents, especially stripper paint removers that contain methylene chloride or trichloroethane. Keep nail polish remover, chlorine / cleaner, permanent markers or oil inks and soaps away from your quartz cover

"Keep solvents and chemicals away from the cover"

CLEANING DIFFICULT SPOTS.

In situations of stains that have been maintained over time, INDEKO recommends you carry out the following actions:

Grease stains.

Apply Lustro Italian Polish on the stain and rub with a soft scourer (for ceramic hob) until it disappears. Clean immediately with water and dry the area.

Water lime stains (glasses brand).

Pour liquid cleaner on the surface and leave on for 1 minute. Afterwards, wash with plenty of water and dry. Follow the instructions recommended by the manufacturer.

Do not apply the antical product to materials other than the surface (faucets, sink, etc.) because they could affect their finish.

Stains of permanent markers.

Keep permanent markers and inks away from their covers. If these agents come into contact with the surface, clean first as indicated in the aforementioned routine care. If the stains persist, moisten the cloth with Italian Lustro. Rub it on the stains. Rinse thoroughly with warm water to remove any cleaning residue.

Silicone or putty stains.

Use a blade and Italian Lustro or solvent do not contain dichloromethane in its composition and rub with a soft scourer (for ceramic hob). Afterwards, wash with plenty of water and dry. It is advisable to remove it right after installation

Difficult spots.

For difficult stains, pour the Italian Lustro product over the affected area and leave on for 2 minutes. Then, rub with a soft scourer (for ceramic hob). Rinse with plenty of water and dry the area.

Other type of materials.

Materials that harden when dried (such as gum, food, grease, nail polish or paint) They are especially hard. Remove them by scraping gently with a plastic spatula.

Behavior before blows.

One of the characteristics by which these surfaces stand out is their high impact resistance. However, any kind of blow to the surface should be avoided.

Heat Behavior

Hot utensils, such as pans or pots, do not place them directly on the surface. To do this, use a tablecloth (if possible rubber) until these elements are cold. The cause of this measure is due to the shock produced by different temperatures (hot-cold). It can damage the surface.

PRECAUTIONS

INDEKO recommends:

Do not place outside. Or in places exposed to direct U.V radiation.

Do not place objects just removed from the fire. Use a tablecloth.

Do not use water repellent, sealers, brighteners, etc.

Do not repulse.

Do not use strippers. Caustic soda or products with Ph greater than 10. If you use chlorine / cleaner or solvent, you should wash with plenty of water and never leave them in permanent contact. Avoid any chlorine-based product and contact with hydrofluoric acid.

Do not use degreaser with high mineral load or very energetic products.

Avoid using metal sponges.

The use of this type of products can lead to the loss of the product warranty.

Examples of products that should not be used on quartz covers: paint strippers, brush or metal wash products, oven cleaning products. Cleaning products with methylene chloride, acids or solvents of nail polish or acetone.

In case some of these products are spilled, remove them as soon as possible with plenty of water and neutral soap.

Consult your **INDEKO** professional.

COVER SURFACE SOLID

USE AND CLEANING RECOMMENDATIONS
COVERS SURFACES SOLDS.

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HABITUAL CLEANING AND MAINTENANCE.

The newly installed Solid Surface covers have a satin appearance. With use, they acquire a softer and silky surface. To develop that uniform wood luster, Indeko recommends that you follow these instructions for use and care. You will be surprised observing how they retain their beauty over time.

For a perfect finish, always rub in circular motions and apply the cleaning treatments evenly throughout the surface. Darker colors may need more frequent attention to maintain a uniform finish.

"Wipe clean with a 3M Scotch –Brite and Italian Lustro cloth."

Clean with a damp cloth and soft cream cleansers with microparticles. Then rinse and towel dry the surface.

"Use a tablecloth or protectors"

Avoid situations of excessive heat on the roof. This withstands high temperatures, but extreme heat can cause damage to any surface. Use mats or protectors to place objects just removed from the fire or furnace on the Solid Surface cover, especially if they are cast.

WHAT NOT TO DO

"Avoid direct heat on the deck"

Avoid radiation from heat generating devices. If you pour boiling liquids in the sink, let cold water run at the same time.

"Do not slide heavy objects on the deck"

Avoid sliding hard or heavy objects across glossy or glossy surfaces.

"Do not use corrosive liquids"

Avoid harmful chemicals, such as drain cleaners and paint solvents. Quickly clean all chemical splashes with plenty of soapy water to prevent degradation.

"Always use a cutting board"

Avoid the impact of objects on the edges of the roof. For better conservation always use a cutting board.

CLEANING AND MAINTENANCE OF SATIN COVERS SOLID SURFACE.

For the most difficult stains.

Apply the Italian Lustro cleaner daily with a blue Scotch Brite, rub in a circular motion. Then rinse and towel dry the surface. Once the persistent stain is removed, perform daily cleaning with a damp cloth to homogenize the surface.

For persistent spots

Apply the cleaner daily with a green Scotch Brite, only in the area of the stain and gently in circular motions. Then, perform the same operation with the blue Scotch Brite, to finish, repeating the same operation, but with a damp cloth and expanding the application area to obtain uniformity in the finish.

Sink cleaning, solid surface.

Clean the sink once or twice a week. Do the usual cleaning and then apply chlorine / cleaner on the entire surface. Let it sit overnight. The next day rinse and rub with a damp cloth. This cleaning will leave the sink as new.

CLEANING AND MAINTENANCE OF SOLID SURFACE MATTE COVERS.

INDEKO recommends the matte finish especially in high traffic areas with low or no brightness, laboratories or areas continuously exposed to persistent stains. For a perfect finish, always rub in circular motions and apply cleaning treatments evenly across the surface.

Darker colors may need more frequent attention to maintain a uniform finish.

For daily cleaning, as well as difficult or persistent stains.

Clean with a green Scotch Brite and use micro-particle cleaners. Rub in circles and then rinse and towel dry the surface. The use of bleaching / cleaning is recommended.

REPAIRS.

Solid Surface covers are a homogeneous and repairable material. For most accidental damage, such as shock, heat or chemicals, it can be repaired at the installation site. For repairs, use the services of specialized personnel of **INDEKO**.

The surface of the Solid Surface cover is completely renewable and homogeneous throughout its thickness. Small cuts and scratches can be removed by following these indications:

For satin surfaces.

Apply a special polish for s

Solid surfaces with a cotton cloth and always rub in circular motions. Perform the regeneration treatment evenly across the surface

For matt surfaces.

Apply an abrasive cleaner such as Ajax and a green Scotch-Brite wet cloth rinse and scrub with a circular motion until the cuts and scratches are removed in a uniform finish.

"In case of deeper cuts we recommend you to use the services of an INDEKO professional."

COVER GRANITE

USE AND CLEANING RECOMMENDATIONS
COVERS GRANITE.

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HABITUAL CLEANING AND MAINTENANCE.

Removing stains from a granite roof can be both a challenge and a puzzle. Marble and granite roofs are beautiful, but they are porous and absorb liquids that can leave stains.

Do not panic if your granite cover is stained, because it can easily be cleaned with household items. Depending on the type of stain, the use of different mixtures may be necessary.

"Make sure it is a stain and not a stone texture"

In order to remove a stain, it is necessary to ensure that it is a stain and not a texture of the stone. Determine what caused the stain so you can apply the correct materials to remove it.

WHAT NOT TO USE

If any of the substances mentioned below comes into contact with the granite cover, immediately rinse the exposed surface with water.

"Do not use acid compounds"

Avoid using acidic compounds that can damage limestone or marble, as this may give a faded image to your roof.

"Do not use corrosive liquids"

Keep corrosive liquids, detergents, cleaners, soft dry cleaning products and scrubbing powders away, as they can eliminate the natural shine of granite.

STAIN CLEANING:

To clean your granite roof, INDEKO recommends using Italian Lustro or a neutral detergent. But if it is difficult to find one, the best option is to heat water and add liquid soap.

Grease stains.

Grease stains such as cooking oil, some mineral oils, butter, margarine, etc. Or milk require a different solution. Use Italian Lustro or combine hydrogen peroxide (hydrogen peroxide). Instead of liquid detergent. With a cup of flour and enough water to make a paste. Put this solution on the stain, cover the area with plastic and leave it for about 12 hours. The stain will be gone by scraping the mixture in the morning. If this does not work, replace the hydrogen peroxide with a few drops of ammonia.

Water stains

Most water stains are only a temporary problem. Granite can darken or lighten the color when water is absorbed into the stone. However, once the water evaporates, the color of the stone should return to normal. To prevent this from happening, it is necessary to seal the surface of the granite with a high quality sealant. This can be done on your own or by an INDEKO professional.

Organic product stains.

For organic product stains with tea, coffee, or fruit stains, use Italian Lustró or combine hydrogen peroxide (approximately 12%) with two drops of ammonia. This solution should remove such stains immediately.

Stains of permanent markers.

If the cover is stained with marker, do not worry they can still be removed. Use Lustró Italian or try diluting pure acetone (avoid using nail polish remover because different brands have different ingredients). Does your granite cover have a lighter shade? Then change the acetone for hydrogen peroxide. If these chemicals do not work, try a stronger formula: Change pure chlorine and plaster molding (Plaster) to make a paste and then spread over the ink stain (this also works for wine stains). Let stand for half an hour, then remove the paste and rinse the area
** Be careful with these products in the dark granite, "can" lighten the color a bit.

Test in a small area before using **.

Manchas difíciles.

Si la mancha en la cubierta de granito es muy fuerte y no puede ser removida con Lustró Italiano o agua caliente y detergente suave. Puede resolverlo con una combinación de dos cucharas de líquido para lavar platos, una taza de harina y agua suficiente hasta que la solución este espesa (aproximadamente la misma consistencia de la pasta). Ponga esta solución sobre la mancha. Cubra el área con una envoltura de plástico. Déjela toda la noche. Al otro día, puede raspar la mezcla con cuidado, preferiblemente con un utensilio de madera. Enjuague y vera que la mancha en el granito se habrá ido.

WARRANTY POLICY

TRANSFORMATION

**LEAN &
SIX SIGMA**

Procesos ágiles: cero errores

Client: _____

Address: _____

Material: _____ Color: _____

Opportunity: _____

Clauses: _____

Corporativo indeko S.A de C.V develops its transformations under strict internal quality specifications and guarantees the original purchaser that the product is free of manufacturing and material defects.

During the warranty period. * Corporativo indeko S.A de C.V undertakes to change and / or repair the product for the same or similar characteristics, without any charge to the consumer. When the present product fails attributable to the manufacture or specification of the same remaining warranty period, these products replaced through the distributor where the product was purchased. All product replaced under the application of this warranty will become the property of Corporativo Indeko S.A. of C.V (1)

The replacement time shall not exceed 60 (sixty) days from the date of receipt of the same product with the distributor where the product was purchased.

For the purposes of this guarantee, it is necessary to present your 100% liquidated electronic invoice in a timely manner.

The policy data must match the product data and must not have been altered, either in the policy or in the product.

Full data, signature. Stamp and / or purchase invoice.

This warranty is not valid in any of the following cases:

When the product had been used under conditions other than normal.

When the product had been altered or repaired by persons not authorized by Corporativo Indeko S.A. Of C.V.

If the product has not been used or assembled properly.

When the product presents natural wear and tear due to normal use and conditions.

When the product presents damage caused by contact and / or absorption of liquids, cleaning products, healing and / or personal use.

The warranty is limited only to return of the product in question and is not responsible for damages, losses, subsequent expenses incurred or any other responsibility towards the original buyer or third parties whatever the cause, it is important to mention that the warranty is provided directly by the manufacturer of the material, which denotes Corporativa Indeko SA de CV of any claim on material.

(1) * The warranty is under the standards that the specific manufacturer, If the framework asks for it and this same liquidates the cost.



Dear Customer

Thanks for trusting **INDEKO** For you project

GROUP :

Installation Maintenance : Date of service :

Client :

Opportunity : CONTACT :

Material: Color:

Adress :

Please give us your opinión answering these simple questions.

1 On a scale of 1 to 10, how willing are you to recommend **INDEKO** to a friend, family member or colleague?

1	2	3	4	5	6	7	8	9	10
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2 that you suggest us so that the next time we ask you, rate us with 10

.....

.....

.....

Name :
company / position
signature and :
date

Your **opinion is very important to us**. Our goal is your total satisfaction.



www.indeko.com.mx









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