

MAINTENANCE GUIDE

COUNTERTOPS



XTONE

Sintered mineral compact from the purest raw materials, with the most advanced technical development and the most avant-garde design.

Resistant to the most extreme factors and conditions, it combines the elegance of the most exclusive designs with the infinite possibilities of transforming the material.

Elegant, durable and functional, XTONE is the material that contains magnificent qualities to make your kitchen a dream space.

guide



ADVANTAGES

Hygienic

Allows direct contact with food, preventing the proliferation of bacteria.

01

Waterproof

The non-porosity prevents the absorption of liquids, preventing the accumulation of odours.

02

Scratch resistant

Capable of absorbing energy impacts and cutting tools.

03

Fire resistant

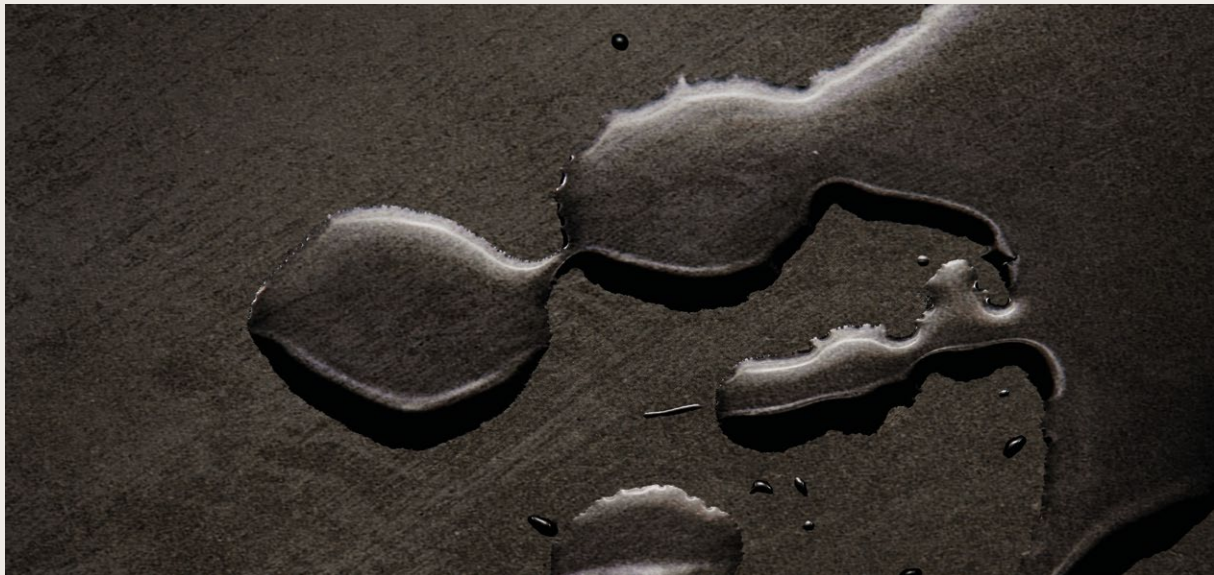
It maintains its aspect and performance when exposed to high temperatures.

04

Ice resistant

Stable to sudden temperature changes, it withstands extreme cold conditions.

05



UV resistant

Unalterable by ultraviolet rays, it remains stable against wear and tear due to strong illumination.

06

Abrasion resistant

It has great resistance to wear.

07

Easy to clean

Easy daily maintenance without the need for special products.

08

Chemical resistant

Unalterable to household chemicals and high resistance to any type of stains.

09

100% natural

XTONE surfaces contain up to 40% recycled material.

10



CLEANING

post installation cleaning

After the ceramic sheets have been laid, they must be protected to prevent them from getting damaged until all onsite work has been completed. The surfaces may present traces of resins, silicones or cement. It is necessary to respect a reasonable wait length of time (approximately 24 to 48 hours) so that the grouting material can set properly approx. before carrying out the final cleaning of the work.

In general, a neutral or alkaline detergent like Acid Net - Butech should be used to clean away cement or grout residues.



For the remains of silicones or glues, it is recommended to use universal solvent (toluene) or acetone.

Finally, clean the surface thoroughly with alkaline detergents.

01 Wait time
aprox. 24 to 48 hours

Cement remains
acids - in solution

03 Silicone residues
Solvent/acetone

Final cleaning
alkaline detergents

02

04

daily care

For general cleaning, it is recommended to clean the surface with a washing solution, using a bioalcohol or neutral cleaner respecting the dosage recommended by the manufacturer (www.butech.es). Afterwards, clean the surface with a dry cloth with no wax additives. Greater attention must be paid to the polished and silk finishes, especially in smooth and light colours, cleaning them daily with a slightly damp cloth.

NEUTRAL CLEANER
ammonia-based

main tenan ce

For a correct maintenance of the material, it is preferable to use neutral detergents.

Recommendation

To prevent the polished finish from losing its shine over time, it is recommended to use waterbased creams with white pads, which allow the original finish of the material to be restored.

NEUTRAL DETERGENT



specifics stains

The tiled surface might occasionally get stained through contact with certain substances (coffee, paint...) or as a result of spills. Everyday cleaning methods might not be sufficient in such cases, and specific procedures will be needed depending on the type of stain. Time is of the essence in removing stains and so the area in question should be cleaned as promptly as possible to prevent the substance from drying and becoming harder to remove.



TYPES OF STAINS	CLEANING PRODUCT*
Cement / Plaster / Grout Epoxi glue	Hydrochloric acid / Muriatric acid (Dissolution 4%)
Oil, Grease, Animal fat	Universal solvent / Toluene
Tar, Bitumen, Asphalt	Acetone / Solvent / Toluene
Iodine	Bleach** / Chlorine / Muriatric acid (Dissolution 4%)
Blood, Tea, Ketchup, Mayonnaise	Ammonia / Bleach**
Marker	Alcohol / Acetone
Tyres, Rubber hammer, Pencil	High density sponge
Rust, Metal waste	Hydrochloric acid
Beer	Ammonia
Lipstick	Alcohol / Acetone / Muriatric acid (Dissolution 4%)
Daily cleaning	Neutral detergent (Ammonia base)

* Always use high density sponge.
** Bleach; Apply in a maximum time of 30 minutes and remove later.

TYPES OF STAINS	CLEANING PRODUCT*
Wine, Coffee	Ammonia / Bleach**
Lime Coal	Acid detergents (Phosphoric)
Coal	Acid detergents (Phosphoric)
Candle wax	Acetone / Solvent
Refreshment	Bleach** / Chlorine / Muriatric acid (Dissolution 4%)
Glue	Solvent Nitro - Scraping with glass scrapers
Enamels / Graffiti	Acetone / Solvent
Ice cream	Ammonia / Bleach**
Footprints	Acetone / Solvent
Vomiting	Bleach** / Chlorine

* Always use high density sponge.
** Bleach; Apply in a maximum time of 30 minutes and remove later.

TYPES OF STAINS	CLEANING PRODUCT*
Rubber markings	Acetone / Solvent
Suction Cup Brands	Acetone / Solvent / Muriatric acid/Hydrochloric acid (Dissolution 4%)
Nicotine	Bleach** / Chlore
Urine	Vinegar
Wall painting	Acetone / Solvent
Glue waste / Silicone	Acetone / Solvent
Detergent waste	Hydrochloric acid / Muriatric acid (Dissolution 4%)
Epoxy grouting	Hydrochloric acid / Muriatric acid (Dissolution 4%)
Stubborn dirt	Hydrochloric acid / Muriatric acid (Dissolution 4%)
Hair dye	Bleach**

For any other type of specific stain, visit the “Client Area” section of our website www.xtone-surface.com or consult with the commercial agent.



WARRANTY

10 years

The XTONE series commercialized by PORCELANOSA, S.A.U. complies with the requirements established by the ISO 13006 standard (ceramic tiles), including the annexes relating to CE marking.

To all the commercialization of PORCELANOSA S.A.U. Rigorous quality controls are carried out, tests carried out according to the protocols established in the family of ISO 10545 standards, having to exceed the specifications set internally, being more restrictive than what is established in the reference standards.

Furthermore, PORCELANOSA ensures the quality of its products included in the XTONE series through a management system certified by the UNE EN ISO 9001 standard. For all these reasons, an additional 10-year warranty is established for the XTONE series from the delivery of the products.

Aspects covered by the warranty

This warranty is provided solely for your supplied XTONE models, provided that they meet the requirements set out below:

1. The products must be registered by the owner of the hob in date and form.
2. The quality of the material is described in the public declarations via technical data sheets, labelling and on the specific characteristics of the products declared in the XTONE ceramic tiles contract.
3. The products supplied will be covered by the warranty only if they have been used for their intended purpose, as indicated in our XTONE installation guides.
4. It will be under warranty as long as the handling instructions (unloading, handling, installation) indicated in our XTONE guides are followed.
5. The action to claim compliance with the provisions of the warranty shall be time-barred three months after the end of the warranty period.
6. This warranty exceeds the one established by the Spanish Law 23/2003 of 10 July 2003, Guarantees in the Sale of Consumer Products.

Aspects not covered by the warranty

The XTONE's 10-year extended warranty from PORCELANOSA, S.A.U. covers defects related to the intrinsic quality of the product, the cost of the supplied ceramic product and its transport without including:

1. Failures due to the incorrect transformation of the tiles, poor installation of the product or poor workmanship. Wrong or incorrect treatment of construction or expansion joints in the installed area.
2. Poor quality of the support due to a discontinuous surface or a poorly planned installation.
3. Natural disasters and accidents not related to the product (earthquakes, hurricanes, fire, landslides...).

4. The possible difference between samples or photographs of any product and the actual products purchased.
5. This warranty only covers the cost of materials. Any other cost, associated with the replacement of materials, not inherent to the manufacture, including installation, electrical and plumbing work are not covered.
6. Impacts of objects on the product.
7. Bad faith on the part of the insured or the purchaser of the product.
8. Normal deterioration of the product due to use.
9. Damage or loss of profit.
10. Punitive and exemplary damages of any kind.
11. Materials such as glues, grout, expansion joints or any other element that is not related to the supplied material including structures or supports of any kind.
12. XTONE's liability for third party claims shall never exceed the purchase price of the materials supplied.

Scope

The warranty will cover the cost of the supplied ceramic product and its transportation without reaching:

- Damages or lost profits.
- Structures or supports of any kind.
- "Punitive and exemplary damages" of any kind.
- Materials such as glues, grouts, expansion joints or other elements unrelated to the material supplied.
- Porcelanosa liability for third-party claims will in no case exceed the purchase price of the supplied materials.
- It will only be applied when the materials supplied by Porcelanosa have been fully paid for.

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