



MAINTENANCE OF QUARELLA STONE

General rules

The following instructions should be considered guidelines for ordinary indoor use and are not by any means a substitute for the end user's responsibilities.

If applied to surfaces other than polished and honed 400, or in particular conditions of use, we recommend contacting specialized technicians for an assessment.

The requirements for the care and maintenance of Quarella products are different for Marble-based products, compared to Quartz-based products and the EVO series.

The presence of an artificial binder gives all Quarella materials high resistance to water absorption, which also makes it easier to remove dirt.

Standard maintenance of polished surfaces (Marble, Quartz and Evo).

These surfaces do not require any protective treatment or the use of special detergents.

Standard commercial products for cleaning ceramic floors can be used, as long as they are neutral products.

The addition of wax to the cleaning water helps maintain the original shine over time.

Regular treatment with products for natural stone (e.g. Fila Stoneplus by Fila) has a moderate protective effect.

It is advisable to thoroughly and periodically machine-wash the polished surfaces with specific detergents for natural stone (e.g. Fila Cleaner by Fila).

Avoid prolonged contact with highly alkaline substances.

Bleach should not be used for cleaning as it is acidic, corrosive and toxic, and it has the same effects on tiles and grout as vinegar would have.

Abrasive cleaning powders should never be used to clean the surface of the tiles. Abrasive powders will leave a residue that clouds the original shine of the tile.

Place a carpet at all entries to help capture dirt from normal foot traffic. The carpet should measure approximately 2-3 meters into the entrance way.

Standard maintenance of honed surfaces (Marble, Quartz and Evo)

Compared to polished surfaces, these are more prone to dirt stagnating on the surface. For lighter colours it is advisable to treat the material with sealers that could be more or less coating or colour enhancers (e.g. MP 90 or Hydrorep by Fila).

Standard maintenance of brushed surfaces (Chenille and Velvet)

After installation, we definitely recommend treating the surface with sealers (e.g. Stoneplus by Fila). When laying or working this finish, it is important to make sure the surface is kept clean and any traces of dirt, glue, dust from the cutting process and joint material are quickly removed.



Specific instructions for Marble-Based materials

Damage caused by acidic substances

Acidic substances chemically attack the natural marble contained in Quarella stone, which cause opaque haloes. It is therefore important for marble-based materials not to come into contact with acidic liquids, which must be removed as accurately and quickly as possible. This is true of all organic liquids (for example drinks or foodstuffs), which are generally mildly acidic.

The opaque haloes can be eliminated by re-polishing the damaged surface. This operation can be carried out by hand using diamond pads for small repairs and subsequently it might be necessary to go over the entire surface with "glossing powder" or with a crystallising product (e.g. Fila Kristal by Fila) to bring the polish back to its original state. Complete repair kits are commercially available for this (e.g. Fila Marble Restorer).

Deeper or more widespread damage caused by chemicals will require machine polishing of the entire surface.

Scratch resistance

Marble-based products have less scratch resistance, similar to that of many natural marbles. In everyday use they can be subject to scratches, which generally do not damage the aesthetic appeal. Scratches tend to be more visible on dark fine-grained materials, which is worth bearing in mind during the planning stages.

A seriously scratched floor can only be restored by re-polishing the surface with marble polishing machines.

Removing tough stains

This has to be done very carefully, avoiding the use of acidic substances. Alkaline products (e.g. PS 87 by Fila) may be used, but only after testing their effect on the material.

Specific instructions for Quartz-Based materials and Evo

Damage caused by acidic substances

This range of products is not damaged by acids found in daily use.

They might however be damaged by prolonged contact with alkaline substances.

Scratch resistance

This range of products has exceptional scratch resistance. In normal conditions of use, scratches will not be visible. Repairing scratched surfaces is however difficult and quite often unsuccessful.

Removing tough stains

Both acidic products (e.g. Deterdek by Fila) and alkaline products (e.g. PS 87) can be used thanks to the high level of resistance of these materials. Their effect must be tested in advance.

Rust stains

These are haloes caused by the presence of humidity during storage of the slabs, which brings traces of iron oxide present in the mixture to the surface. These can be removed very easily by using special acidic detergents (e.g. Deterdek by Fila) and will not form again during the cutting of the material.