

Lucent Quartz®

Care & Maintenance Guide – Quartz

Everyday Care & Maintenance

Caring for **Lucent** Quartz® surfaces is simple and requires minimal maintenance. **Lucent** Quartz® is a durable, non-porous surface that, in most cases, can be cleaned using **warm water and a mild soap or detergent**.

For routine cleaning, a non-abrasive household surface cleaner or cleaning wipes may also be used. Always follow the cleaning product manufacturer's instructions and test any new product on a small, inconspicuous area before applying it to the entire surface.

For best results:

1. Wipe up spills as soon as possible.
 2. Clean the surface with warm water and mild soap or detergent.
 3. Rinse thoroughly with clean water.
 4. Dry the surface with a soft cloth or paper towel.
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Lucent Recommended Products

Lucent offers specialized products designed to help protect and maintain your **Lucent** Quartz® surface.

Liquid Shield

Liquid Shield provides a protective layer over the quartz surface to help protect it from everyday use and staining.

For best results, the surface must be **completely clean and dry before applying Liquid Shield**.

Any oil, residue, dirt, dust, or other particles left on the surface before application may become trapped underneath the protective layer. This can make the residue more difficult to remove and may affect the appearance of the surface.

Before applying Liquid Shield:

1. Thoroughly clean the quartz surface.
2. Remove all oil, grease, dirt, dust, and other residue.
3. Ensure the surface is completely dry.
4. Apply Liquid Shield according to the product's application instructions.

Important: Do not apply Liquid Shield over a dirty or stained surface. Any residue left underneath the product may become trapped and remain visible.

QCP – Quartz Cleaning Powder

QCP is a specialized cleaning powder developed by **Lucent** to help remove **stubborn stains and marks from quartz surfaces**.

QCP is activated by mixing the powder with a small amount of water to create a cleaning paste. The paste can then be applied to the affected area to help lift and remove stubborn stains that may not come off with regular cleaning.

How to use QCP:

1. Ensure the surface is clean and free of loose debris.
2. Apply a small amount of QCP to the affected area.
3. Add a small amount of water to create a paste.
4. Gently work the paste over the stain using the recommended application method.
5. Rinse the area thoroughly with clean water.
6. Dry the surface with a soft cloth or paper towel.

For best results, always follow the **QCP product instructions** and test the product on a small, inconspicuous area before treating the entire surface.

QCP is intended for stubborn stains that cannot be removed through normal cleaning.

Removing Stubborn Stains

For dried food, residue, or other stubborn materials, gently loosen the material using a **plastic putty knife**. Do not use metal blades or sharp tools directly on the surface.

For stains that remain after routine cleaning, use a soft cloth with warm water and a **non-abrasive household cleaner suitable for quartz surfaces**.

If a stain remains, **Lucent QCP Quartz Cleaning Powder** can be used according to its application instructions.

Always rinse the surface thoroughly with clean, warm water after using any cleaning product and dry it with a soft cloth or paper towel.

Honed Surfaces

Honed surfaces, such as **LQ 6311L Tangula**, **LQ 3202 New Moon**, **LQ6300 Himalayas**, **LQ4720 La Lune**, **LQ4412 Moe Black**, **LQ4718 Raw Cement**, may require more frequent cleaning and maintenance than polished surfaces.

Due to their matte finish, honed surfaces can make certain marks more noticeable, including:

- Fingerprints
- Cooking oils and grease
- Metal marks from cutlery and other objects
- Marks from clothing belts, buttons, and other metal items

Most of these marks can be removed using warm water and a **non-abrasive cleaning product suitable for quartz surfaces**.

For more stubborn marks, **Lucent** QCP may be used according to its application instructions.

Always rinse the surface thoroughly with clean, warm water after using any cleaning product and dry the surface when finished.

Heat Resistance

Lucent Quartz® can tolerate **moderate heat for short periods of time**; however, it is not heat-proof.

Prolonged exposure to high temperatures or sudden changes in temperature may result in **cracking, discoloration, scorching, or other damage to the surface**.

To help protect your countertop:

- **Never place hot pots, pans, kettles, baking dishes, or other hot cookware directly on the surface.**
- Always use a **cork hot plate, trivet, heat-resistant mat, or similar protective barrier** under hot items.

- Avoid placing appliances that generate continuous heat directly on the quartz surface.
 - Do not expose the surface to direct flames or other concentrated heat sources.
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Fireplace & Surround Applications

Lucent Quartz® is NOT recommended for use near direct heat sources such as wood-burning or gas fireplaces.

Quartz surfaces contain resin components that can be affected by prolonged exposure to high temperatures. Excessive or prolonged heat exposure may cause **discoloration, cracking, scorching, or other permanent damage**.

Lucent Quartz® should not be used in applications where it may be exposed to temperatures beyond the product's recommended limits.

Always consult a qualified professional when selecting materials for fireplace surrounds or other high-temperature applications.

Products & Materials to Avoid

To help protect the appearance and finish of your **Lucent Quartz®** surface, avoid:

- Abrasive cleaning powders, unless specifically approved by Lucent
- Steel wool or abrasive scouring pads
- Metal blades or sharp scraping tools
- Harsh scrubbing or excessive pressure
- Strong acids or highly alkaline chemicals
- Hydrofluoric acid or products containing hydrofluoric acid
- Oven and grill cleaners
- Drain cleaners
- Paint strippers or aggressive solvents
- Products not specifically recommended for quartz surfaces

If the surface accidentally comes into contact with a potentially damaging chemical, **rinse the area immediately and thoroughly with clean water**.

General Care Recommendations

- Wipe up spills promptly.
- Use warm water and mild soap or detergent for everyday cleaning.
- Use soft cloths, paper towels, and non-abrasive cleaning materials.
- Always rinse cleaning products thoroughly from the surface.
- Dry the surface after cleaning to help prevent residue and water marks.
- Use a cutting board rather than cutting directly on the countertop.
- Protect the surface from hot cookware using a trivet, cork hot plate, or heat-resistant mat.
- Take extra care around exposed edges and corners, as hard impacts can cause chips or damage.
- Test new cleaning products on a small, inconspicuous area before using them on the entire surface.
- Always follow the cleaning product manufacturer's instructions.

Important

Care and maintenance requirements may vary depending on the **Lucent Quartz®** colour, finish, fabrication, installation, and application.

Lucent Quartz® is designed for normal residential and commercial countertop applications. It is not intended for direct exposure to flames, prolonged high temperatures, or applications outside the product's recommended use.

For questions regarding the proper care, maintenance, or use of **Liquid Shield or QCP**, please contact **Lucent Quartz**

Lucent Printed Quartz®

Care & Maintenance Guide – Printed Quartz

Everyday Care & Maintenance

Caring for **Lucent** Printed Quartz® surfaces is simple and requires minimal maintenance.

Lucent Printed Quartz® is a durable, non-porous surface that, in most cases, can be cleaned using **warm water and a mild soap or detergent**.

For routine cleaning, a non-abrasive household surface cleaner or cleaning wipes may also be used. Always follow the cleaning product manufacturer's instructions and test any new product on a small, inconspicuous area before applying it to the entire surface.

For best results:

1. Wipe up spills as soon as possible.
2. Clean the surface with warm water and mild soap or detergent.
3. Rinse thoroughly with clean water.
4. Dry the surface with a soft cloth or paper towel.

Removing Stubborn Stains

For dried food, residue, or other stubborn materials, gently loosen the material using a **plastic putty knife**. Do not use metal blades or sharp tools directly on the surface.

For stains that remain after routine cleaning, use a soft cloth with warm water and a **non-abrasive household cleaner suitable for quartz surfaces**.

Apply the cleaner using light pressure and a gentle circular motion. Always test a cleaning product on a small, inconspicuous area before using it on the entire surface.

After using any cleaning agent, **thoroughly rinse the surface with clean, warm water and dry it with a soft cloth or paper towel**.

UV & Direct Sunlight Exposure

Lucent Printed Quartz® should be **protected from prolonged or direct exposure to sunlight and other strong sources of UV radiation**.

Printed quartz incorporates a decorative printed design, and prolonged exposure to UV radiation may affect the appearance or colour of the printed surface over time.

To help protect your surface:

- Avoid installing **Lucent** Printed Quartz® in locations where it will receive prolonged, direct sunlight.
- Use window coverings, blinds, curtains, or UV-filtering window treatments where appropriate.
- Avoid placing the material in areas with prolonged exposure to strong UV light.
- Consider the position of windows and other sources of direct sunlight when selecting an installation location.

Normal indoor lighting is generally not a concern. The primary concern is prolonged exposure to strong, direct sunlight or other significant UV sources.

Because the level of UV exposure can vary significantly depending on the location, windows, orientation, and surrounding environment, **Lucent** Quartz cannot guarantee colour stability in applications subject to prolonged direct sunlight unless the product has been specifically approved for that application.

Heat Resistance

Lucent Printed Quartz® can tolerate **moderate heat for short periods of time**; however, it is not heat-proof.

Prolonged exposure to high temperatures or sudden changes in temperature may result in **cracking, discoloration, scorching, or other damage to the surface.**

To help protect your surface:

- **Never place hot pots, pans, kettles, baking dishes, or other hot cookware directly on the surface.**
- Always use a **cork hot plate, trivet, heat-resistant mat, or similar protective barrier** under hot items.
- Avoid placing appliances that generate continuous heat directly on the surface.
- Do not expose the surface to direct flames or other concentrated heat sources.

Fireplace & Surround Applications

Lucent Printed Quartz® is **NOT** recommended for use near direct heat sources such as wood-burning or gas fireplaces.

Quartz surfaces contain resin components that can be affected by prolonged exposure to high temperatures. Excessive or prolonged heat exposure may cause **discoloration, cracking, scorching, or other permanent damage.**

Lucent Printed Quartz® should not be used in applications where it may be exposed to temperatures beyond the product's recommended limits.

Always consult a qualified professional when selecting materials for fireplace surrounds or other high-temperature applications.

Products & Materials to Avoid

To help protect the appearance and finish of your **Lucent** Printed Quartz® surface, avoid:

- Abrasive cleaning powders, unless specifically approved by Lucent
- Steel wool or abrasive scouring pads
- Metal blades or sharp scraping tools
- Harsh scrubbing or excessive pressure
- Strong acids or highly alkaline chemicals
- Hydrofluoric acid or products containing hydrofluoric acid
- Oven and grill cleaners
- Drain cleaners
- Paint strippers or aggressive solvents
- Products not specifically recommended for quartz surfaces
- Prolonged exposure to harsh chemicals

If the surface accidentally comes into contact with a potentially damaging chemical, **rinse the area immediately and thoroughly with clean water.**

General Care Recommendations

- Wipe up spills promptly.
- Use warm water and mild soap or detergent for everyday cleaning.
- Use soft cloths, paper towels, and non-abrasive cleaning materials.
- Always rinse cleaning products thoroughly from the surface.
- Dry the surface after cleaning to help prevent residue and water marks.
- Use a cutting board rather than cutting directly on the surface.
- Protect the surface from hot cookware using a trivet, cork hot plate, or heat-resistant mat.
- Take extra care around exposed edges and corners, as hard impacts can cause chips or damage.
- Protect the surface from prolonged direct sunlight and significant UV exposure.
- Test new cleaning products on a small, inconspicuous area before using them on the entire surface.
- Always follow the cleaning product manufacturer's instructions.

Important

Lucent Printed Quartz® is designed for appropriate interior applications where the surface is protected from **prolonged direct sunlight, excessive heat, direct flame, and other conditions outside the product's recommended use.**

Care and maintenance requirements may vary depending on the **printed design, finish, fabrication, installation, and application.**

For questions regarding the proper care, maintenance, or recommended application of **Lucent** Printed Quartz®, please contact **Lucent** Quartz

Lucent Porcelain

Care & Maintenance Guide

Everyday Care & Maintenance

Caring for **Lucent** Porcelain surfaces is simple and requires minimal maintenance. **Lucent** porcelain is a hard, non-porous surface that, in most cases, can be cleaned using **warm water, a mild soap or detergent, and a soft cloth.**

For best results:

1. Wipe up spills as soon as they occur.
2. Clean the surface using warm water and a mild soap or detergent.
3. Rinse thoroughly with clean water to remove any cleaning residue.
4. Dry the surface using a soft cloth or paper towel.

For any cleaning product, always follow the product manufacturer's instructions and **test the product on a small, inconspicuous area first** to ensure it is suitable for your particular porcelain finish.

Removing Stubborn Stains

For dried food, residue, gum, or other stubborn materials, gently loosen the material using a **plastic putty knife**. Do not use metal blades or other sharp tools directly on the surface.

For remaining stains, use a soft cloth or paper towel with a cleaning product specifically recommended for porcelain surfaces. Apply with light pressure and a gentle circular motion.

After cleaning, **thoroughly rinse the surface with clean water and dry with a soft cloth or paper towel.**

Avoid allowing cleaning-product residue to remain on the surface, as residue can contribute to streaking or visible buildup.

Honed Surfaces

Honed surfaces, including **LQY1592 Leica Gold** and **LQY0383 Naxos Rock**, may require more frequent cleaning than polished surfaces.

Because of their matte finish, honed surfaces can make certain marks more noticeable, including:

- Fingerprints
- Cooking oils and grease
- Metal marks from cutlery and other objects
- Marks from clothing belts, buttons, and other metal items

These marks can generally be removed using warm water and a **non-abrasive cleaning product suitable for porcelain**.

Use a soft, non-marking white cloth or paper towel and apply light pressure. Clean a slightly larger area around the mark rather than concentrating only on the affected spot. This helps maintain a consistent appearance across the surface.

Always rinse thoroughly with clean water after using a cleaning product and dry the surface when finished.

Heat Resistance

Lucent Porcelain offers excellent heat resistance and is suitable for countertop applications where exposure to hot cookware may occur.

However, **trivets, hot pads, or heat-resistant mats are recommended under appliances or items that generate heat continuously**, such as slow cookers, electric skillets, deep fryers, or similar appliances.

Avoid prolonged exposure to concentrated or sustained heat in one area. Sudden and extreme temperature changes can create thermal stress in a surface, particularly around cutouts, edges, and fabricated areas.

Fireplace & Surround Applications

Lucent Porcelain may be suitable for fireplace surrounds and other applications involving elevated temperatures when the product and installation method are appropriate for the application.

For fireplace installations, the **fireplace manufacturer's requirements, applicable building codes, required clearances, substrate, installation system, and expected temperature exposure must be considered**.

Lucent Porcelain should **not be exposed to direct contact with a naked flame** unless the specific product has been technically approved for that application.

Always consult a qualified fabricator and installer for fireplace and other high-temperature applications.

Products & Materials to Avoid

To help protect the appearance and finish of your **Lucent** Porcelain surface, avoid:

- Abrasive cleaning powders
- Steel wool and abrasive scouring pads
- Metal blades or sharp scraping tools
- Harsh scrubbing or excessive pressure
- Strong acids or highly alkaline chemicals
- Hydrofluoric acid or products containing hydrofluoric acid
- Oven and grill cleaners
- Drain cleaners
- Paint strippers or solvents not specifically approved for porcelain
- Oil-based cleaners or polishes that may leave a residue
- Cleaning products not intended or recommended for porcelain surfaces

If the surface accidentally comes into contact with a potentially damaging chemical, **rinse the area immediately and thoroughly with clean water.**

General Care Recommendations

- Wipe up spills promptly.
- Use soft cloths, paper towels, or non-abrasive cleaning materials.
- Use mild soap or detergent for regular cleaning.
- Always rinse cleaning products thoroughly from the surface.
- Dry the surface after cleaning to help prevent residue and water marks.
- Use a cutting board rather than cutting directly on the surface.
- Take care around exposed edges and corners, as hard impacts can cause chips or damage.
- Test any new cleaning product on a small, inconspicuous area before using it on the entire surface.
- Always follow the cleaning-product manufacturer's instructions.

Important

Care and maintenance requirements may vary depending on the **porcelain collection, colour, finish, fabrication, and application.** When in doubt, contact **Lucent** Quartz or refer to the specific manufacturer's care and maintenance recommendations for your product.

Lucent Natural Stone®

Care & Maintenance Guide – Natural Stone

Understanding Natural Stone

Natural stone is a beautiful, natural material formed by the earth. Each slab is unique and may contain variations in colour, veining, movement, texture, mineral deposits, pits, and other natural characteristics. These variations are inherent to natural stone and are not considered defects.

Natural stone includes materials such as **granite, marble, quartzite, limestone, travertine, and onyx**, among others. Because each type of stone has different physical and chemical properties, care and maintenance requirements can vary.

Unlike non-porous surfaces such as quartz, natural stone is **porous to varying degrees** and may absorb liquids if it is not properly sealed.

Everyday Care & Maintenance

Regular care is the best way to maintain the beauty and appearance of your natural stone.

For everyday cleaning:

1. Wipe up spills as soon as possible.
2. Clean the surface with warm water and a **mild, pH-neutral soap or natural-stone cleaner**.
3. Use a soft cloth, sponge, or paper towel.
4. Rinse the surface thoroughly with clean water.
5. Dry the surface using a soft cloth or paper towel.

For best results, use cleaning products specifically formulated for natural stone.

Avoid using excessive amounts of soap or cleaning products, as residue can build up on the surface and leave a film or streaks.

Spills & Stains

Because natural stone is porous to varying degrees, spills should be cleaned promptly to reduce the possibility of staining.

Common substances that may cause staining include:

- Coffee and tea
- Red wine and other coloured beverages
- Cooking oils and grease
- Tomato-based foods
- Cosmetics and personal-care products
- Ink and dyes

When a spill occurs, **blot the area rather than wiping it**, particularly when dealing with liquids that may stain. Clean the area with a pH-neutral stone cleaner and rinse thoroughly with clean water.

A properly applied penetrating sealer can help improve the stone's resistance to staining; however, **sealing does not make natural stone completely stain-proof**.

If a stain remains after regular cleaning, avoid using aggressive chemicals or abrasive products. Contact a qualified stone-care professional for guidance on the appropriate treatment.

Acidic Foods & Etching

Some natural stones, particularly **marble, limestone, travertine, and other calcium-based stones**, are sensitive to acids.

Acidic substances can cause **etching**, which may appear as a dull, lightened, or cloudy area on the surface. Etching is different from staining and cannot be prevented by applying a sealer.

Common acidic substances include:

- Lemon and other citrus fruits
- Vinegar
- Tomato products
- Wine
- Some soft drinks
- Acidic cleaning products

Clean acidic spills immediately with water and a soft cloth.

Do not use vinegar, lemon juice, acidic cleaners, or other products containing acids on natural stone unless they have been specifically approved for the particular stone.

Sealing & Protection

Sealing is an important part of maintaining many natural stone surfaces.

A **penetrating or impregnating sealer** can help reduce the absorption of liquids and improve resistance to staining. However, a sealer does not make natural stone completely waterproof or stain-proof and does not prevent acid etching.

The appropriate sealer and maintenance schedule depend on several factors, including:

- The type of natural stone
- The porosity of the stone
- The finish of the stone
- The application
- The amount of use and traffic
- The type of sealer used

Because of these differences, **there is no single resealing schedule that applies to every natural stone.**

Follow the sealer manufacturer's recommendations and consult your qualified fabricator, installer, or stone-care professional to determine when your surface should be resealed.

How to Determine if Your Stone May Need Resealing

One indication that a stone may require resealing is when water no longer beads on the surface and begins to absorb into the stone more readily.

This is only a general indication. The appropriate maintenance schedule should be determined based on the specific stone and sealer used.

Heat Resistance

Many natural stones have good resistance to heat; however, sudden or extreme temperature changes may cause thermal stress and potentially damage the surface.

Always use a **trivet, cork hot plate, or heat-resistant mat** under hot pots, pans, baking dishes, and other cookware.

Avoid placing extremely hot objects directly on the surface, particularly near seams, edges, cutouts, or other fabricated areas.

Honed & Specialty Finishes

Natural stone may be available in a variety of finishes, including:

- Polished
- Honed
- Leathered
- Brushed
- Other specialty finishes

Each finish may have different care and maintenance requirements.

Honed and textured finishes may make fingerprints, oil, metal marks, and other surface markings more noticeable than polished finishes.

Always use cleaning products and cleaning methods appropriate for the specific stone and finish.

Products & Materials to Avoid

To help protect your natural stone surface, avoid using the following unless specifically approved for your particular stone:

- Vinegar
- Lemon juice or other acidic cleaners
- Abrasive cleaning powders
- Steel wool or abrasive scouring pads
- Harsh chemical cleaners
- Bathroom or toilet-bowl cleaners
- Acid-based grout cleaners
- Strong solvents or paint strippers
- Products containing hydrofluoric acid
- Unapproved bleach or ammonia-based cleaners
- Cleaning products not specifically formulated or approved for natural stone

Never mix cleaning chemicals together.

If the surface accidentally comes into contact with a potentially damaging chemical, rinse the affected area immediately and thoroughly with clean water.

General Care Recommendations

- Wipe up spills promptly.
- Use a pH-neutral stone cleaner for routine cleaning.
- Use soft cloths, sponges, or paper towels.
- Avoid abrasive cleaning materials.

- Use cutting boards when preparing food.
- Use coasters under beverages.
- Use trivets or heat-resistant mats under hot cookware.
- Avoid dragging heavy or abrasive objects across the surface.
- Take care around exposed edges and corners, as hard impacts can cause chips or damage.
- Avoid placing products containing dyes, oils, or strong chemicals directly on unprotected stone.
- Follow the manufacturer's recommendations for your specific sealer.
- Consult a qualified stone-care professional for difficult stains, etching, chips, or other damage.

Natural Characteristics of Stone

Natural stone is a unique material, and variations are expected.

Depending on the type of stone, you may notice:

- Natural colour variation
- Veining and movement
- Mineral deposits
- Pits and small voids
- Fissures
- Variation in texture
- Differences between individual slabs

These characteristics are part of the natural beauty of the material and may vary from one slab to another.

Important

Natural stone requires care appropriate to its **specific stone type, finish, application, and sealer**. The information in this guide provides general care recommendations and should not replace the recommendations provided by the stone manufacturer, sealer manufacturer, qualified fabricator, or professional stone-care specialist.

For questions regarding the care, maintenance, sealing, or repair of your **Lucent** Natural Stone® surface, please contact **Lucent** Quartz.