



ENIGMA

B e a u t y B e y o n d L i m i t s

**CARE &
MAINTENANCE**

CLEANING PROCEDURES ENIGMA SURFACES

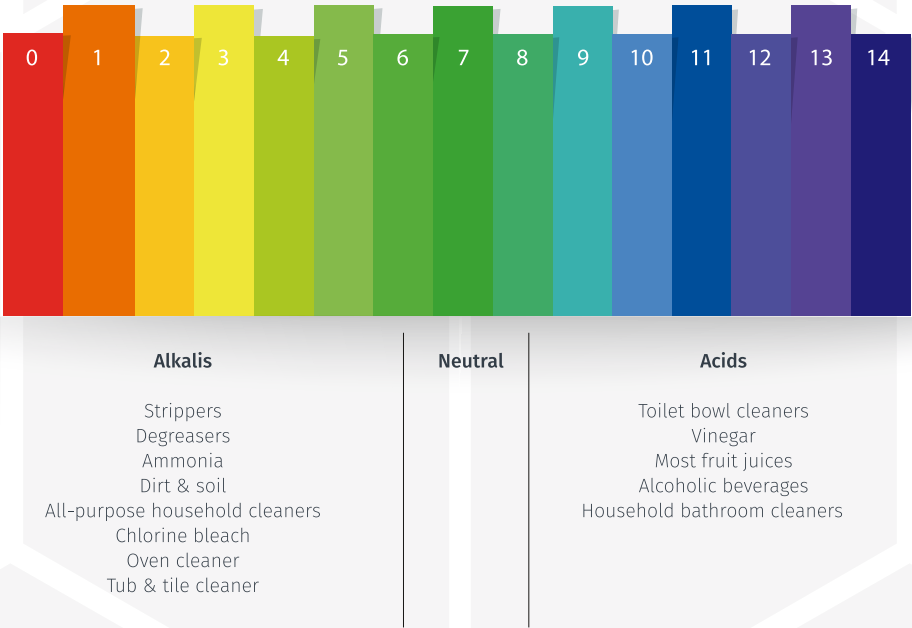
Enigma Surfaces requires minimal maintenance to keep the surface looking its best. This non-porous material, improved with NEOS, Nano Enhancement of Surfaces, a new high-performance stain and substance repellent technology, offers world class aesthetics with the performance of new engineered stone: strength, durability and consistency.

DAILY CLEANING

For routine cleaning, simply wipe down your Enigma Surfaces ‘countertop with a damp cloth or paper towel and a pH neutral cleaner for natural stone.

To keep your worktop beautiful, spot free and shiny you can use a wide selection of available cleaners and their respective pH levels, since NEOS resists ranges between pH1 and pH13, making it the only protectant resistant to a broad list of chemicals and safe from acid corrosion.

Granite and natural stone cleaners that are available at Lowe’s, Home Depot or Local grocery stores are typically pH neutral and can safely be used to clean Enigma Surfaces. Some examples: Stone Care™ Granite, Quartz & Stone Daily Cleaner. Soft Scrub® All Purpose Cleanser or Bar Keepers Friend®. It is not recommended to use any cleaner above pH13. Make sure about cleaner’s pH level before using it. Whatever product you choose to clean your Enigma Surfaces ‘worktop, please follow manufacturer’s instructions, especially in regards of dose and exposure and always remove the product before it gets dry.



How to remove grease film on the surface

If you have used soap to clean your Enigma Surfaces' countertop, notice that surfactants in some soaps may leave a greasy film on the surface. The film can feel sticky and is very difficult to remove. In this case, Soft Scrub® All Purpose Cleanser can be used to remove any film or haze created by those surfactants.

How to clean up spills before they dry

Use a nonabrasive cleaning pad such as a white 3M Scotch-Brite™ Light Hand Pad coupled with pH balance cleaner for natural stone.

Granite cleaners that are available at Lowe's, Home Depot or local grocery stores are typically pH neutral and can safely be used to clean Enigma Surfaces, such as Stone Care™ Granite, Quartz & Stone Daily Cleaner. Soft Scrub® All Purpose Cleanser or Bar Keepers Friend®. Denatured alcohol could be also used, if needed.

How to remove stubborn stains and dried spills such as wine, coffee, tomato sauce...

Any multi-purpose cleaner or detergent can be safely applied on these stains if water is used to cleanse the surface thoroughly of the detergent residues after treatment.

For extra-stubborn spills, use Scotch-Brite™ Light Duty Scrub Sponge. Let your pH neutral cleaner emulsify on the stain, then wipe off. If the stain persists, you can use stronger cleaners such as Soft Scrub® All Purpose Cleanser or Bar Keepers Friend®. Scrubbing done with these or similar will not damage your Enigma Surfaces' worktop. Surfaces should never be allowed to dry without rinsing thoroughly any residual cleansers.

How to remove cooking grease

When grease from cooking is an issue, you can use Greased Lightning® Multi-Purpose Cleaner & Degreaser, or a comparable degreasing product to remove the grease from the surface. Follow the cleaner manufacturer's instructions.

How to remove permanent markers

Keep permanent markers and inks away from Enigma Surfaces' countertops. In case any meets the surface, clean first as mention above. If the stain persists, moisten a cloth with Goo Gone® or a comparable product, and rub it into the stain. Rinse thoroughly with warm water to remove any cleaner residue.

How to remove a rust stain

For rust stains, use Scotch-Brite™ Light Duty Scrub Sponge coupled with Soft Scrub® All Purpose Cleanser. Scrubbing done with this product will not damage your Enigma Surfaces 'countertop. Surfaces should never be allowed to dry without rinsing thoroughly any residual cleansers.

If the stain persists, you can use a poultice such as Lustro Italiano® Rust Remover Powder.

How to clean Enigma Surfaces flooring

Spray a clean and damp dust mop with an antistatic aerosol 6 or 7 times and leave it to stay overnight to dry prior to use. Mop the floor in the morning. Scotch-Brite™ Microfiber Cloth or similar, whether dry or damp, are also successful in picking up dust and dirt from Enigma Surfaces without leaving any lint.

Periodic cleaning

In the case of surfaces subject to heavy traffic of use be, Enigma Surfaces recommends the use of a heavy duty intensive and neutral cleanser at least once a month, which is stronger than a daily cleaning product.

In the use of industrial cleaning machines, make sure that soft pads are used on the machines while strictly avoiding wax strippers. Customers that use industrial-cleaning machines should always use appropriate types of pad and brush. For the dense dirtiness to resolve, professional cleaning products are applied by using a cleaning machine with plastic brush or soft pad. Following the application of the cleanser, rinse the surface thoroughly with water.

ACTIONS TO AVOID

If any of the substances mentioned below come into contact with your Enigma Surfaces 'countertop, rinse the exposed surface immediately and thoroughly with water.

Do not expose, in use or otherwise, Enigma Surfaces to abrasive or strong alkaline or acid or free radicals or oxidizers or the like above pH13 cleaners. Various chemicals are corrosive and/or erosive in their ability to attack any structure including Enigma Surfaces. Be very aware of these potential damages to your surface, especially paint removers or furniture strippers containing trichloroethane or methylene chloride.

Do not expose Enigma Surfaces to acetone as it will leave a film on the countertop surface. We recommend using denatured alcohol if needed. Acetone is harmful to resins and should never be used as a cleaner.

Do not expose Enigma Surfaces to products including, but not limited to, bleach, oven cleaners, Comet®, Soft Scrub® with Bleach Cleanser, SOS®, products with pumice, batteries, paint removers, furniture strippers, tarnish or silver cleaners, or the like. Do not use abrasive or harsh scrub pads. Do not apply any sealers, penetrants or topical treatments to Enigma Surfaces under any circumstances. Such products will wear off and cause the finish of the countertop to appear dull or inconsistent.

ADDITIONAL CONSIDERATIONS

Enigma Surfaces is made with Gibbsite and Silicon Oxide. Variation in the natural stone color pattern, size, shape and shade are inherent and unique characteristics to be expected with this product. This does not affect the material performance in any manner.

Color blotches are intended and designed into many designs to enhance the natural beauty. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed. Product will not be replaced due to these variations.

Although AHD Surfaces has improved the material resistance existing in the market, you must remember that the surface is not heat or fracture proof in any form. Be aware of the potentially damaging effects of these items to your Enigma Surfaces countertop.

Enigma Surfaces is durable and more resistant to surface damage than other stone. However, all stone can be damaged by force and no material is chip-proof. Objects hitting edges, particularly at sinks or dishwashers, may generate chips. Notice that the selection of the edge can make a difference. Enigma Surfaces highly recommends consulting a professional fabricator regarding the selection of sharp edges since those are more prone to chipping if they are not properly fabricated.

Though a minor knife slip will dull the knife and not harm Enigma Surfaces, no stone surface is scratch proof. Surface markings are more visible on monotone designs than multi-colored surfaces.

To prevent heat damage, do not place hot skillets or roasting pans directly onto the surface. We recommend the use of trivets and hot pads.

Enigma Surfaces is not a seamless product; seams are visible. Where there are seams, the product pattern and shade can change.

Enigma Surfaces does not require any waxes or sealants because it is a non-porous surface. Enigma Surfaces retains its lustrous gloss and smooth surface without the need for polish or sealant.

We highly recommend checking our Residential or Commercial Warranty.