

## MAINTENANCE & CLEANING INSTRUCTIONS

### EVERYDAY MAINTENANCE AND REMOVAL OF COMMON STAINS

As with any other material for interior design, a FENIX surface should be cleaned regularly. It does not require any special maintenance, just a damp cloth with warm water or a mild detergent. Almost all regular household cleaning products or disinfectants can be safely used. For the most common stains, you can simply clean the surface with warm water using a non-abrasive cloth. Tougher stains can be removed with non-abrasive household cleaners or solvents. For older, dried or caked-on stains, use a magic sponge or soft cloth to remove them. After using any solvents, we recommend rinsing the surface with warm water and a detergent. Always rinse thoroughly to remove the detergent with clean water, preferably warm.

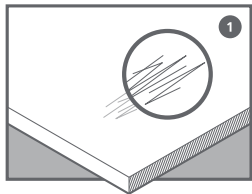
### STUBBORN STAINS AND MINOR SCRATCHES

FENIX surfaces have a unique non-porous external layer, allowing you to keep it neat with simple, everyday care and cleaning methods. In case of stubborn stains, we recommend the use of a specific cleaning agent (as per the table reported on next page) to remove any trace of the stain. In case of micro-scratches, please refer to the MAINTENANCE INSTRUCTIONS for the surfaces as illustrated below.

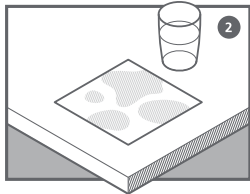
### RINSE AFTER CLEANING AND MAINTENANCE.

After cleaning or after using the magic sponge, rinse thoroughly with clean water, preferably warm, to remove any detergent, solvent or any other cleaning agent residual.

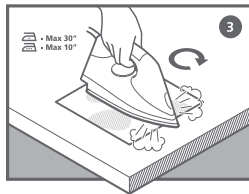
### MAINTENANCE INSTRUCTIONS IRON



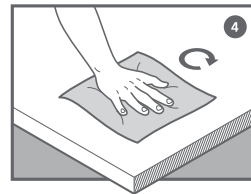
Superficial defects caused by micro-scratches.



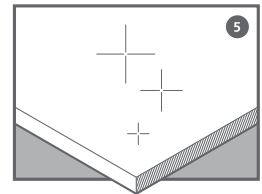
Place a dampened sheet of kitchen roll over the area where the micro-scratches can be seen.



Place the hot iron on the surface, that needs repairing. Do not leave the iron on the surface for more than 10 seconds at a time.

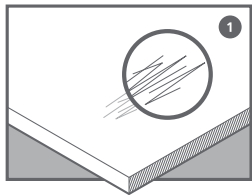


Rinse the repaired area with lukewarm water and a microfibre cloth.

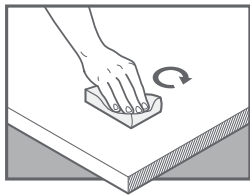


The surface should now be healed.

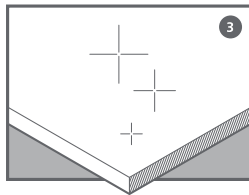
### MAINTENANCE INSTRUCTIONS MAGIC SPONGE



Superficial defects caused by micro-scratches.



Rub the magic sponge on the area where the micro-scratches can be seen. The sponge can be used dry or slightly damp.



The surface should now be healed.

### USEFUL CLEANING ADVICE

For the best results when cleaning FENIX, it is important to remember the following advice:

- although very resistant, a FENIX surface must still never be treated with products containing abrasive substances, macroabrasive sponges or unsuitable materials such as sandpaper or steel wool;
- strongly acidic or alkaline products should be avoided because they can stain the surface;
- bleach and heavily-chlorinated products should be avoided because they can degrade the surface. Sodium hypochlorite should be used at concentrations lower than 5%, and for no more than 5 minutes at a time, then rinsed off with a sponge or towel;
- hydrogen peroxide at concentrations lower than 3% should be carefully rinsed off. For concentrations higher than 3%, we recommend avoiding leaving this solution in contact with the surface for more than 10 minutes at a time, and the surface must be thoroughly rinsed with a non-abrasive sponge and then dried well;
- when using solvents, the cloth used must be perfectly clean so as not to leave marks on the FENIX surface. Any marks may, however, be removed by rinsing with hot water and drying well;
- do not use furniture polishes or wax-based cleaners in general, because they tend to form a sticky layer on the FENIX surface that attracts and traps dirt;
- do not use metal scrapers, iron brushes or any other metal tool to remove stains, paint, plaster or other substances from the surface.



CATEGORY	TYPE OF STAIN	AGE		
		LIGHT	MODERATE AND RECENT	STUBBORN
<b>EVERYDAY DIRT</b>	Dust, dirt in general, mixed dust and grease	1	2	2
	Fingerprints, nicotine stains, rubber marks	3	4*	4*
	Traces and marks of limescale, rust	2	5	5
	Black smoke	2	2	2
<b>FOODS &amp; DRINKS</b>	Syrup, fruit or vegetable juice	1 or 2	2	2
	Sugar syrup, jam, caramel	1 or 2	2	2
	Spirits, milk, tea, coffee, wine, beer	1 or 2	2	2
	Animal and vegetable fats and oils	3	4*	4*
	Sauces, eggs	3	4*	4*
	Gelatin, organic residues, gum arabic	2	2	2
<b>CLEANERS &amp; POLISHES</b>	Detergents, soap	1 or 2	2	2
	Furniture and floor polish	3	3	4**
	Shoe polish	3	3	4**
<b>PAINTS &amp; INKS</b>	Pencil marks and chalk	1	2	2
	Pen ink and markers, tar	4**	4**	4**
	Synthetic oil paint	9+10	10	10
	Watercolour paint, colours and adhesive soluble in water or in aqueous dispersion (vegetable and vinyl)	2	2	2
	Graffiti, paint spray, paint, etc.	9+12	12	12
<b>COSMETICS</b>	Lipstick	3	3	4**
	Hairspray, foundation, face powder	4**	4**	4**
	Nail polish	9+4**	4**	4**
<b>SOLVENTS</b>	Halos, often as a result of use of solvents	4***	4***	4***
	Solvent inks for print	4**	4**	4**
<b>WAX</b>	Candle wax, paraffin wax, plaster-based waxes (tailoring)	3	11	11
<b>SILICONES RESINS &amp; GLUES</b>	Silicone mastics, silicone-based products	6	6	7
	Residues of acrylic adhesives or vegetable gum after the protective film has been removed	12	12	12
	Two-component paints, glues and adhesives	4**	4**	7
	Synthetic resins	4**	4**	7
	Neoprene glue	9+4*	4*	4*
<b>ORGANIC FLUIDS</b>	Body fluids and dirt hospital, (cells, dermis, germs, bacteria, blood, urine)	8	8	8

## CLEANING INSTRUCTIONS - KEY

1. Use a soft cloth or paper towel, either dry or dampened with water.
2. Use warm water (up to 35-40°C) with soap or a mild household detergent, leaving it to work until the dirt starts to loosen.
3. Initially use a dry soft cloth or paper towel. Then use warm water (up to 35-40°C) with soap or a mild household detergent, leaving it to work until the dirt starts to loosen.
- 4.\* Use a dedicated solvent\*, then use warm water (up to 35-40°C) with soap or a mild household detergent, leaving it to work until the dirt starts to loosen.
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5. Use detergents containing acetic acid or citric acid at up to 10% concentration. Rinse with plenty of warm water. If you use descaling agents for domestic use, rinse immediately.
6. Immediately wipe away any residue with water or suitable solvents before the stain sets. Check the product instructions or contact the manufacturer for more details. For silicone, use suitable solvents.
7. After it hardens, try removing it rubbing with dry towels and, using wooden or soft plastic (e.G. Nylon) spatulas to scrape it off without causing abrasions or scratches.
8. After using warm water (up to 35-40°C) with soap or a mild household detergent, leaving it to work until the dirt starts to loosen, wash with disinfectant detergents or simply Disinfectants that are on the market or prescribed by health practices. Follow the instructions. Steam can also be used for this type of dirt.
9. Immediately use a dry soft cloth or paper towel.
10. Use trichloroethylene or nitro solvent, then use warm water (up to 35-40°C) with soap or a mild household detergent, leaving it to work until the dirt starts to loosen.
11. After it hardens, try removing it with dry towels and with a physical approach, using wooden or soft plastic (e.G. Nylon) spatulas to scrape it off without causing abrasions or scratches. In the case of wax, place a paper towel over the affected area, heat with an iron, then peel away until completely removed.
12. Use alcohol on metal surfaces. For other surfaces, use acetone or, if the stain is especially stubborn, commercial solvents specifically used for removing graffiti \*\*\*\*. Then use warm water (up to 35-40°C) with soap or a mild household detergent, leaving it to work until the dirt starts to loosen.

\* Gasoline, turpentine, white spirit, trichloroethylene, perchloroethylene, trichloroethane especially for neoprene glues, alcohol.

\*\* Acetone or nail polish remover, gasoline, turpentine, white spirit, trichloroethylene, perchloroethylene, trichloroethane especially for neoprene glues, alcohol.

\*\*\* Alcohol.

\*\*\*\* The offending items can be easily removed if they are soluble in water, otherwise use organic solvent or special graffiti cleaner.

**DISCLAIMER.** This document gives general recommendations on how to enhance a qualitative cleaning and maintenance of the products. This document serves as a general guide to good practice and constitutes no form of warranty or representation as to fitness for purpose in respect of the products and processes described in it. Any information or products contained within this document must be verified and tested for suitability by the user for his or her particular purpose or specific application. Consideration needs to be given to local or specific circumstances. The content of this document reflects our knowledge and experience at the time of publication. The newest version of the document replaces all previous versions. We advise that the newest version may contain technical changes that must be taken into account when using the products. The latest version of the document may be consulted on our website. Customers should always check whether an updated version of the document is available. Any warranty on the products may be voided if the (contents of the) latest version of this document, which may be updated from time to time, is not (properly) followed. We have made every effort to ensure the accuracy of the information in this document, but we cannot be held liable for any oversights, inaccuracies or typographical errors.