

# CARE GUIDE

as clean as our silhouettes.

V  
VALLONE



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# Care and Cleaning Guide

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## for your *Bathroom* products.

The *VALLONE*® product portfolio includes many high-quality materials. In order to preserve their appealing look and feel over the long term, the *VALLONE*® Care Guide offers detailed instructions for the gentle care and regular cleaning of our products.

In order to maintain the function and appearance of our products, we recommend regular care and cleaning.

We make a distinction here between care (proactive) and cleaning (reactive). Proactive care avoids stubborn soiling or da-

mage to the material and makes cleaning easier. The more regularly you care for your products, the simpler they are to clean. It also protects them over the long term. Each chapter of the *VALLONE*® Care Guide has a brief overview of the material, the proper products for care and cleaning as well as the instructions for optimal care and cleaning.

The *VALLONE*® sales, service and technical team are available for further advice. The contact options can be found on the following pages.



# Please note the following *information* about the content of the Care Guide:

If you have any further questions about the correct care and cleaning of *VALLONE*® products, our team will be happy to help.



## CLEANING AT REGULAR INTERVALS

We recommend that you clean and care for your *VALLONE*® products according to the following manufacturer specifications and intervals.



## FOLLOW MANUFACTURER SPECIFICATIONS

Follow the manufacturer specifications when using cleaning products. If in doubt, test the cleaner on a non-visible area before using it on a large area.



## PLEASE NOTE: IMPROPER CLEANING

Improper cleaning agents and media can damage the material and the product.



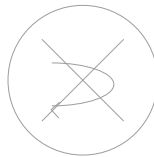
## CHECK THE CLEANING PRODUCT

Before buying a cleaning product, check the pH value, acidity and other ingredients.



## PLEASE NOTE: MATERIAL MIX

When cleaning two different materials that are in direct contact with each other, it is important to ensure that the cleaning agent is suitable for both materials, or clean the areas separately.



## WARRANTY CLAIMS

Damage caused by lack of or incorrect care and cleaning can limit the warranty claims.



## CHECK THE SAFETY INSTRUCTIONS FOR CLEANING PRODUCTS

Data sheets with the relevant safety instructions, ingredients and protective measures for the respective cleaning agent are available on the manufacturer's website.



## SAFETY INSTRUCTIONS

The safety instructions for the cleaning products must always be observed and complied with. Make sure you protect your health and the environment appropriately. *VALLONE*® is not liable for direct or indirect damage caused by the improper use of cleaning agents or disregarding the safety instructions for the respective cleaning product.



## ENVIRONMENT

Please think of our environment: where possible, only use natural cleaners without microgranules and synthetic abrasive additives.



# Definitions

The terms used here are explained below. In order to have a comprehensive understanding of the contents of the *VALLONE*® Care Guide, we recommend that you read the explanations on the topics "acidic and slightly acidic cleaners", "pH-neutral cleaners", "alkaline cleaners", "surfactants", "abrasive cleaners" and "film formation and dyes". If you have any questions, both our service and our technical teams are available for help and clarification.



## acidic and slightly acidic cleaners

<sup>i</sup> SLIGHTLY ACIDIC: PH VALUE 6, 5 OR 4 / ACIDIC: PH VALUE 3-1

Acidic cleaners have a pH between 6 and 1 and contain acid that dissolves mineral compounds and deposits (e.g. lime). Cleaners with a pH of 6, 5 or 4 can be referred to as slightly acidic. Cleaners with a pH of 3, 2 or 1 are highly acidic. Acidic cleaners usually contain citric acid, vinegar essence or formic acid and are also blended with dirt-dissolving surfactants, fragrances or other ingredients.

When cleaning *VALLONE*<sup>®</sup> products, we recommend that you avoid the use of strongly acidic cleaning agents. Slightly acidic cleaners should only be used on small areas, e.g. for heavy soiling, and with a short exposure time. Before using (slightly) acidic cleaners, consult the information in the respective chapter of the *VALLONE*<sup>®</sup> Care Guide. Avoid cleaning stainless steel with (slightly) acidic cleaners, in particular.

## ph-neutral cleaners

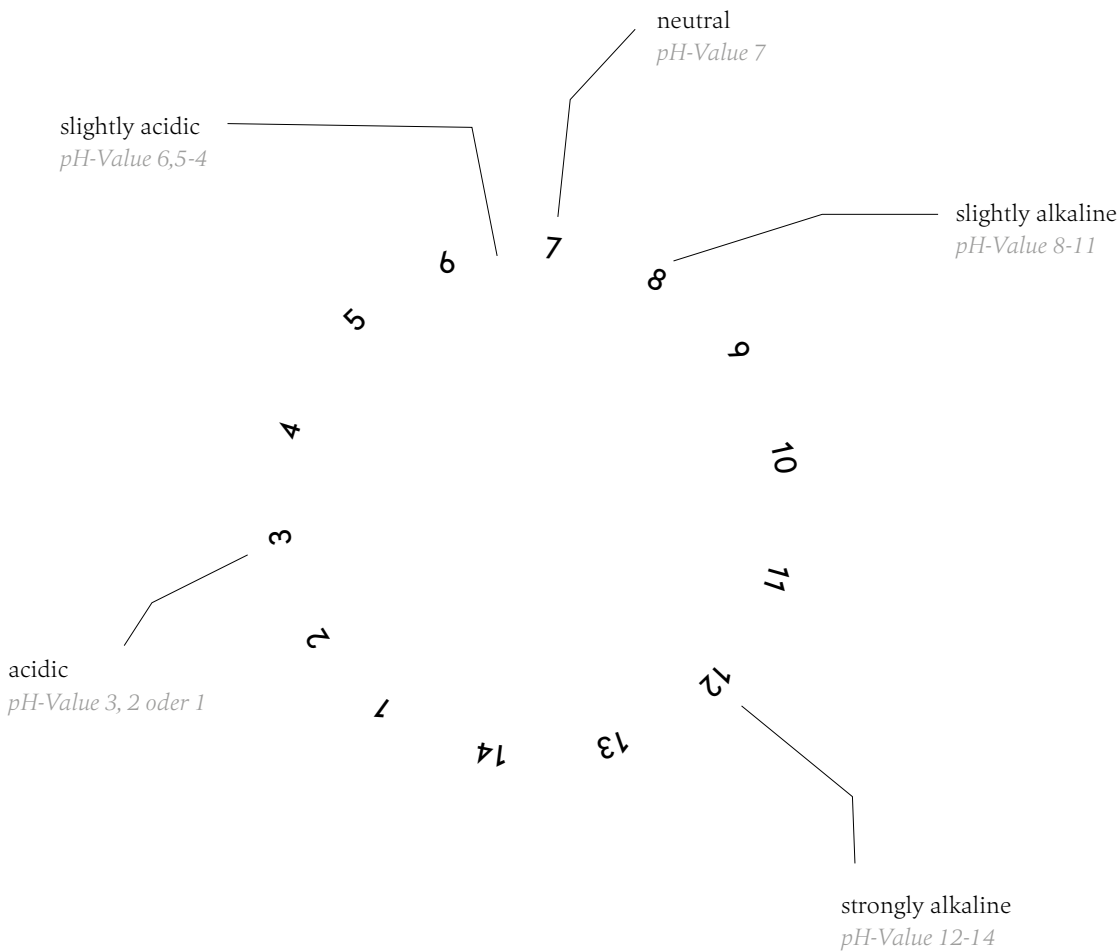
<sup>i</sup> NEUTRAL: PH VALUE 7

PH-neutral cleaners have an approximate pH of 7. This means they are neither (slightly) acidic nor alkaline cleaning agents. Examples of pH-neutral cleaners are hand/washing-up detergents and glass cleaners. They mostly contain dirt-dissolving surfactants and are suitable for removing day-to-day shampoo and soap residue.

## alkaline cleaners

<sup>i</sup> SLIGHTLY ALKALINE: PH VALUE 8-11 / STRONGLY ALKALINE: PH VALUE 12-14

Slightly alkaline cleaners have a pH between 8 and 11. The pH of strongly alkaline cleaners is 12 or higher. Alkaline cleaners dissolve all natural deposits, e.g. oils and fats. Slightly alkaline cleaners easily remove the residue of soap, shampoo and bath additives. Before using (slightly) alkaline cleaners, consult the information in the respective chapter of the *VALLONE*<sup>®</sup> Care Guide.





# surfactants

① ANIONIC AND NON-IONIC SURFACTANTS ARE SUITABLE

Surfactants are active substances that release the surface tension of water, allowing it to bond with dirt particles. Surfactant-containing cleaners have a deep-cleaning effect and usually remove everyday dirt without any problems. With detergents containing surfactants, a distinction is made according to the molecular charge, i.e. the detergents can contain cationic, anionic, amphoteric or non-ionic surfactants. Anionic and non-ionic surfactants are particularly suitable for cleaning taps.

# abrasive cleaners

① ONLY SUITABLE FOR THE QORO SERIES

Abrasive cleaners, e.g. scouring cream, contain microparticles that have a grinding effect. These cleaners remove both mineral compounds from the surface (e.g. lime) as well as soaps and grease. We advise against using abrasive cleaners! Abrasive cleaning agents can cause irreparable damage to glossy and matt surfaces (e.g. *COMO* or *NOYA* taps). Only the *QORO* (*Corian*®) series can be treated with scouring cream without damaging the surface.

# film build-up and dyes

① TRANSPARENT CLEANERS PREVENT CHANGES TO THE APPEARANCE OF THE MATERIAL

*VALLONE*® products consist of directly processed and natural raw materials. Our washbasins and bathtubs, washstands made of porcelain stoneware and stainless steel taps are made of a consistent material without coating. We therefore recommend that you avoid film-forming cleaners or cleaners with a high-gloss or beading/lotus effect, as these seal the surface and can distort the original look and feel of the material. In addition, cleaners with strong dyes should be avoided so as not to distort the original colour of the material in the long term. Many cleaning agents (particularly glass cleaners or washing-up liquid) are also available in a clear version and are particularly well-suited to cleaning.



/ the material

# velvet stone.

Silky, matte feel with extreme robustness:  
*VELVET STONE*® mineral-based materials are perfect for integrated bathroom concepts. High-quality, bio-based resins make the material sustainable, easy to care for and extremely hard-wearing, guaranteed to maintain its appearance for years to come.

*VELVET STONE*® consists largely of mineral composite material, so strongly acidic cleaning agents should be avoided in order not to damage the surface. Scouring cream and scouring pads should also be avoided when cleaning, as these polish the matte surface.



Satin feel  
High robustness  
Durable  
Low maintenance

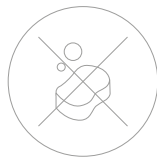
Avoid the use of strongly  
acidic and abrasive cleaners





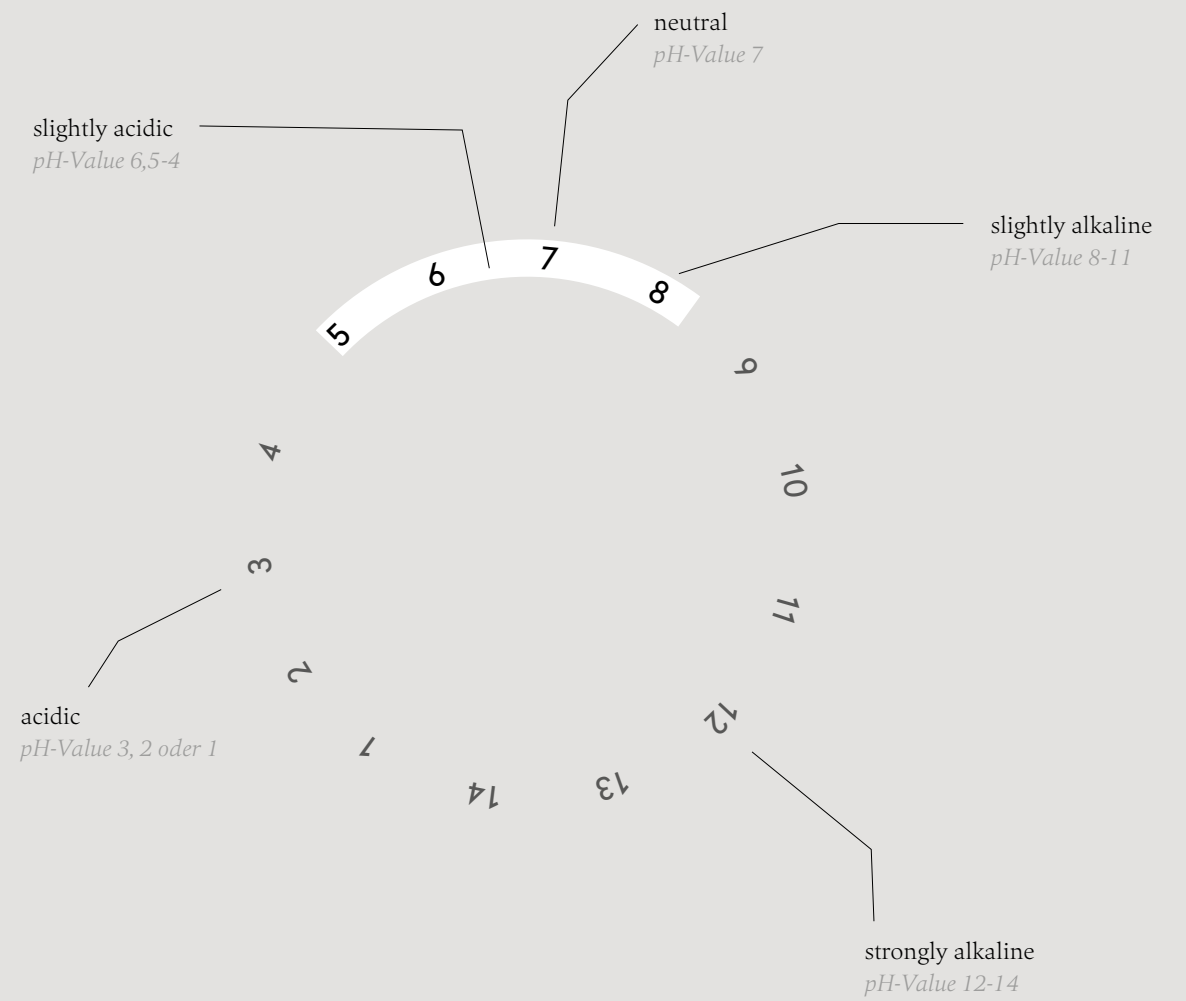
# The following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + Natural sponges
- + High-pile microfibre towels (drying towel)
- + Cleaners that dissolve grease (e.g. washing-up liquid)
- + Glass cleaners with a pH value of 5 to a maximum of 8
- + Cleaners with a maximum pH of 8
- + Cleaners with up to 10% citric acid
- + Cleaners with up to 15% anionic and non-ionic surfactants
- + Wet abrasives P360, 800, 1000



# Unsuitable materials:

- Strong solvents
- Cleaners with strong acids (pH < 3)
- Cleaners with strong bases (pH > 10)
- Drain cleaners
- Abrasive cleaners with microgranules (e.g. scouring cream)
- Cleaners with dyes
- Steam jets or high-temperature media
- Scouring pads



\* We recommend cleaners with a pH between 5 and 8. 19.



## regular care

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<sup>i</sup> ONLY USE CLEANERS WITH A PH BETWEEN 5 AND 8.

*VELVET STONE*® is an extremely easy-care material. However, we recommend not allowing water residue to dry permanently, so that soap, shampoo residue and limescale deposits do not accumulate in the bathtub or sink. After use, any residue should be wiped up with a soft cotton cloth or a high-pile microfibre cloth (drying cloth). A glass cleaner with a maximum pH of 8 can be used to remove minor soap and shampoo residue and bath additive deposits. This keeps the area around the drain cover clean of deposits.

Cleaning should take place immediately after using the bathtub or sink.

The following are ideal for *VELVET STONE*® care, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

---

<sup>i</sup> ONLY USE CLEANERS WITH A PH BETWEEN 6 AND 8 WITHOUT DYES.

Even with careful maintenance, deposits and soiling from soap residue, bath additives or limescale can occur. With regular and proper cleaning, you can protect the matte surface and function of the materials for many years.

Ideally, use a commercially available washing-up liquid containing surfactants without dyes and a soft natural sponge. The cleaner should have a pH between 6 and 8. Dampen the sponge with warm water, add the cleaner (e.g. detergent) and clean the surface in a circular motion. The surface should then be rinsed with warm water and dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

Regular cleaning of the bathtub and sink should be done once a week.

The following are ideal for cleaning *VELVET STONE*® products, for example:

- Pril Pro Nature washing-up liquid
- Frosch® Neutral Cleaner



# advanced cleaning.

/ Velvet Stone

More extensive cleaning should only take place as required and depending on the amount of soiling. Since heavier deposits often consist of different types of dirt, we recommend a two-phase process for the heavy cleaning of *VELVET STONE*®.

(See page 22 for instructions)

Since soap residue and limescale can build up around the mechanics of the drain cover in particular, these areas must be cleaned regularly. The drainage mechanism of *VALLONE*® washbasins and bathtubs is made of special plastic that automatically repels limescale and is chemically resistant. You can use a slightly acidic cleaner in the drainage mechanism area. The drain fitting should be cleaned outside of the bathtub/basin to avoid damaging the surface of the bathtub/basin. Remove the cover from the drain\* and spray the individual parts with a lime-dissolving cleaner. Clean the parts with a soft brush and rinse with plenty of water before reinstalling.

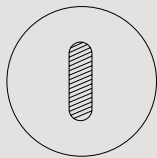
(See page 23 for instructions)

The following are ideal for cleaning the drainage mechanism, e.g.

- Antical
- Cif Bathroom Cleaner Professional 2 in 1

*\*Unscrew for washbasins from 2022, pull out for bathtubs from 2022.*

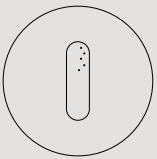




**/ stage 1**

**Cleaning with a pH-neutral to slightly alkaline cleaning agent:**  
In the first cleaning phase, a pH-neutral washing up liquid or a slightly alkaline detergent can be used to loosen everyday smudges caused by soap and shampoo residues or bath additives. Alkaline cleaners reliably remove these deposits from the material.

(e.g. Sidolin Streak Free Citrus / Frosch® Soda All-Purpose Cleaner, Pril Pro Nature / Frosch® Neutral Cleaner).

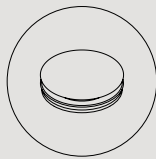


**/ stage 2**

**Cleaning with a slightly acidic detergent:**  
If there are still limescale deposits on the surface or in the area of the drain cover after the initial cleaning, a slightly acidic cleaner can be used to remove mineral compounds. You can use a lime-dissolving cleaning spray on small areas. Spray the cleaner on the affected area and let it work for a moment. The deposits can then be removed with a natural sponge or a soft brush with natural bristles. The area should then be rinsed thoroughly with warm water and dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

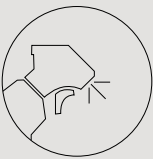
(e.g. Antical, Cif Bathroom Cleaner Professional)

**/ step 1**



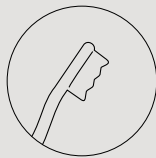
Remove the lid from the drain.  
*(Unscrew for washbasins from 2022, pull out for bathtubs from 2022.)*

**/ step 2**



Spray the parts with a decalcifying cleaner.  
*Perform this step outside of the bathtub or sink.*

**/ step 3**



Now clean the parts with a soft brush.

**/ step 4**



Rinse them with plenty of water before reinserting them.



# repair.

/ velvet stone products

*VELVET STONE*® is consistently homogeneous and not coated, so partial or full-surface restoration of the surface is always possible. If the surface of the bathroom object is stained with paint or colouring substances (e.g. nail polish), the discolouration can be easily removed with acetone. Add a small amount of acetone to a soft cloth and carefully remove the discolouration with circular movements. The treated area should then be rinsed with warm water and dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth). Acetone can only be used on small areas and is not suitable for extensive surface cleaning. If minor surface damage has occurred due to external force, the surface can be repaired.

Scratches up to 1mm deep can be removed from the surface by grinding the material with circular movements (only possible on large areas, not on curves and edges). 360 grit sandpaper can be used to sand down the surface around the scratch over a

large area. Sanding should be done in large, circular motions. The area should then be sanded down again over a large area with wet sandpaper (800-1000 grit). This way, scratches can be removed from the material without remaining visible or damaging the surface.

Finally, the surface must be cleaned (see paragraph "Regular cleaning").

Tip: To sand the surface, the sandpaper can be wrapped around a sponge. This will distribute the pressure evenly.

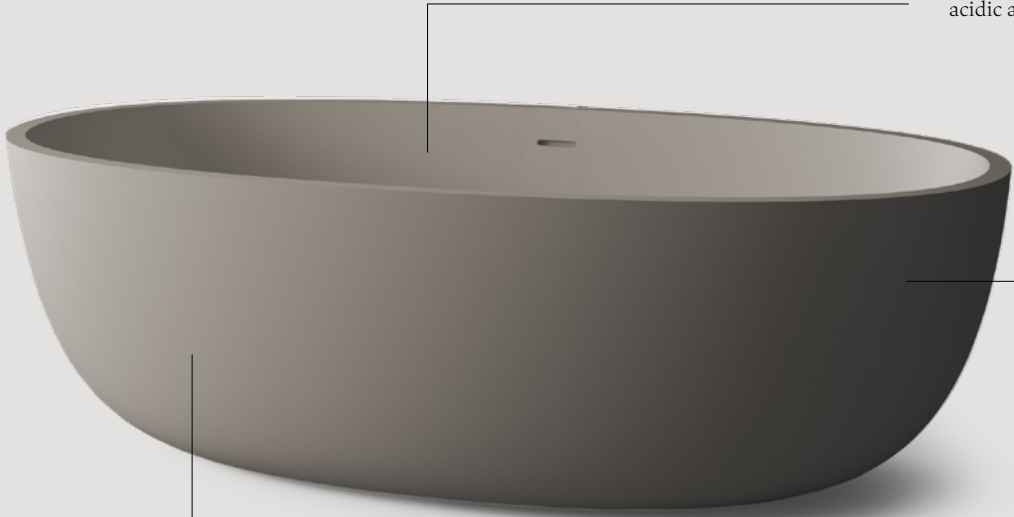
If impact damage has occurred due to strong forces, the material can be refilled easily. The original material can be obtained directly from *VALLONE*® as a repair kit. This type of surface restoration is possible without visible marks. Feel free to contact us with any questions or to purchase the repair kit with detailed instructions.



/ overview

# velvet stone. colored

Avoid the use of strongly  
acidic and abrasive cleaners



High robustness  
Low maintenance

COLORS



*VELVET STONE® COLORED* is, just like the original *VELVET STONE®*, extremely robust and easy to care for and clean. The surface of the material is non-porous thanks to the coating with a special paint.

To clean *VELVET STONE® COLORED*, use a clear, dye-free glass cleaner or washing-up liquid.

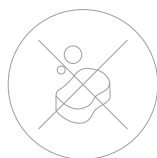
When caring for and cleaning the coloured mineral material, avoid using acidic cleaning agents and abrasive agents/media.





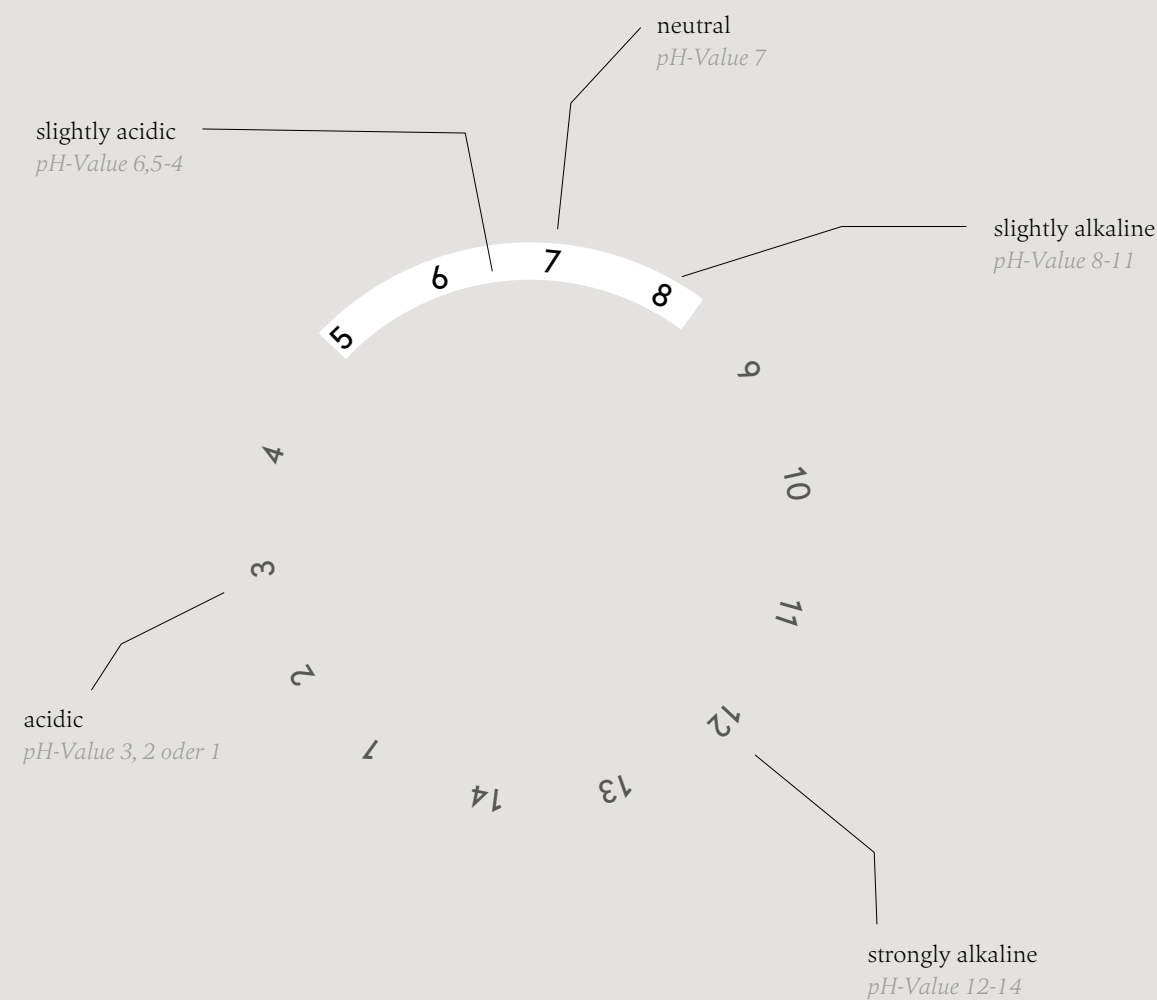
# The following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + Natural sponges
- + High-pile microfibre towels
- + Cleaners that dissolve grease (e.g. washing-up liquid)
- + Cleaners with pH from 5 to 8
- + Glass cleaners with a maximum pH of 8
- + Cleaners with up to 15% anionic and non-ionic surfactants



# Unsuitable materials:

- Solvents
- Cleaners with acids (pH < 5)
- Cleaners with strong bases (pH > 10)
- Abrasive cleaners with microgranules (e.g. scouring cream)
- Cleaners with dyes
- Steam jets or high-temperature media
- Scouring pads
- Abrasives such as sandpaper or polishing fleece



\* We recommend cleaners with a pH between 5 and 8.



## regular care

---

<sup>i</sup> ONLY USE CLEANERS WITH A PH BETWEEN 5 AND 8.

We recommend not allowing water residue to dry permanently, so that soap, shampoo residue and limescale deposits do not accumulate permanently in the bathtub or sink. After use, any residue should be wiped up with a soft cotton cloth or a high-pile microfibre cloth (drying cloth). A glass cleaner with a maximum pH of 8 can be used to remove minor soap and shampoo residue and bath additive deposits. This keeps the area around the drain cover clean of deposits.

Cleaning should take place immediately after using the bath or sink.

The following are ideal for cleaning *VELVET STONE<sup>T</sup>® COLORED* products, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

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<sup>i</sup> ONLY USE CLEANERS WITH A PH BETWEEN 6 AND 8 WITHOUT DYES.

Even with careful maintenance, deposits and soiling from soap residue, bath additives or limescale can occur. With regular and proper cleaning, you can protect the matte surface and function of the materials for many years. Ideally, use a commercially available washing-up liquid containing surfactants without dyes and a soft natural sponge. The cleaner should have a pH between 6 and 8. Dampen the sponge with warm water, add the cleaner (e.g. detergent) and clean the surface in a circular motion. The surface should then be rinsed with warm water and dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

Regular cleaning of the bathtub and sink should be done once a week.

The following are ideal for cleaning *VELVET STONE<sup>®</sup> COLORED* products, for example:

- Pril Pro Nature washing-up liquid
- Frosch<sup>®</sup> Neutral Cleaner



/ clean it

# advanced cleaning.

More extensive cleaning should only take place as required and depending on the amount of soiling.

Since soap residue and limescale can build up around the mechanics of the drain cover in particular, these areas must be cleaned regularly. The drainage mechanism of *VALLONE*® washbasins and bathtubs is made of special plastic that automatically repels limescale and is chemically resistant. You can use a slightly acidic cleaner in the drainage mechanism area.

The drain fitting should be cleaned outside of the bathtub/basin to avoid damaging the surface of the bathtub/basin. Remove the cover from the drain\* and spray the individual parts with a lime-dissolving cleaner. Clean the parts with a soft brush and rinse with plenty of water before reinstalling (see page 23 for instructions).

The following are ideal for cleaning the drainage mechanism, e.g.

- Antical
- Cif Bathroom Cleaner Professional 2 in 1

*\*Unscrew for washbasins from 2022, pull out for bathtubs from 2022.*

/ fix it

# repair.

If small surface/impact damage occurs, this can be touched up with a touch-up pencil in the original colour. Touch-up pencils in the original colour can be obtained directly from *VALLONE*®.

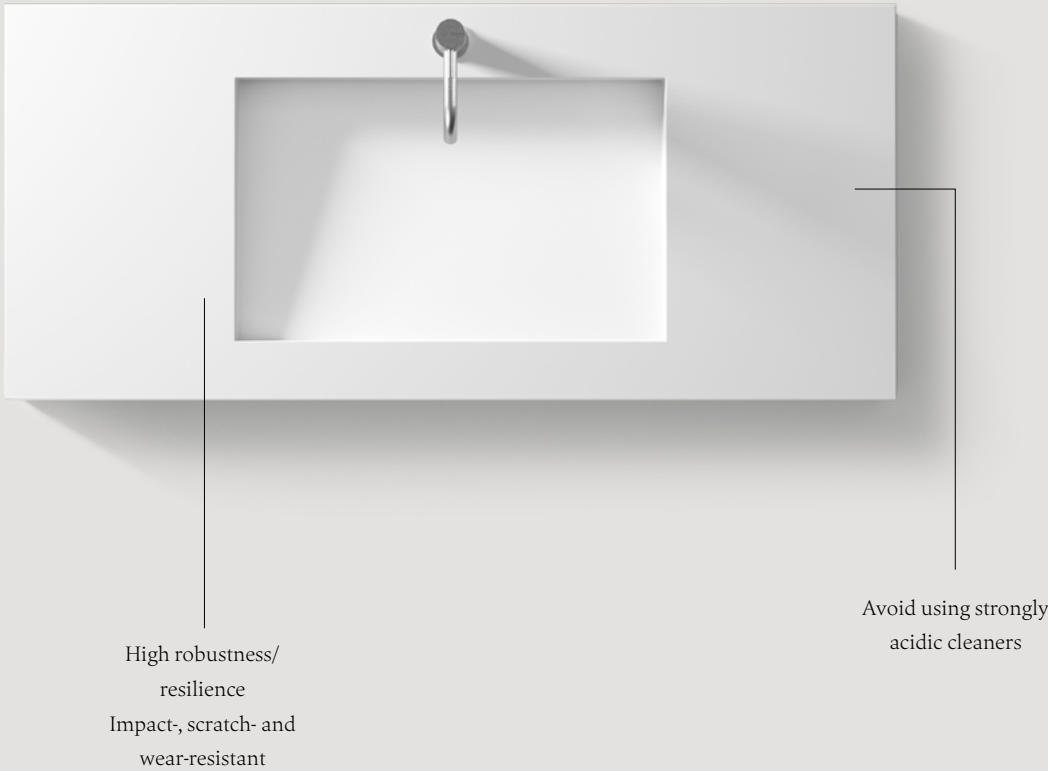
Larger impact damage may require consultation, depending on the type of damage. Feel free to contact us if you have any questions.



*Corian*® is an innovative and extremely robust material: in the manufacturing process, we combine high-quality raw materials into a particularly impact-, scratch- and wear-resistant product that is easy to care for, clean and refresh. Thanks to the high material density, *Corian*® has a high level of resistance to chemical cleaners, which means that a large number of cleaning and care products can be used without any problems. However, strong acids should be avoided when cleaning, as the material is largely based on mineral components.

/ the material

# corian.



High robustness/  
resilience  
Impact-, scratch- and  
wear-resistant

Avoid using strongly  
acidic cleaners





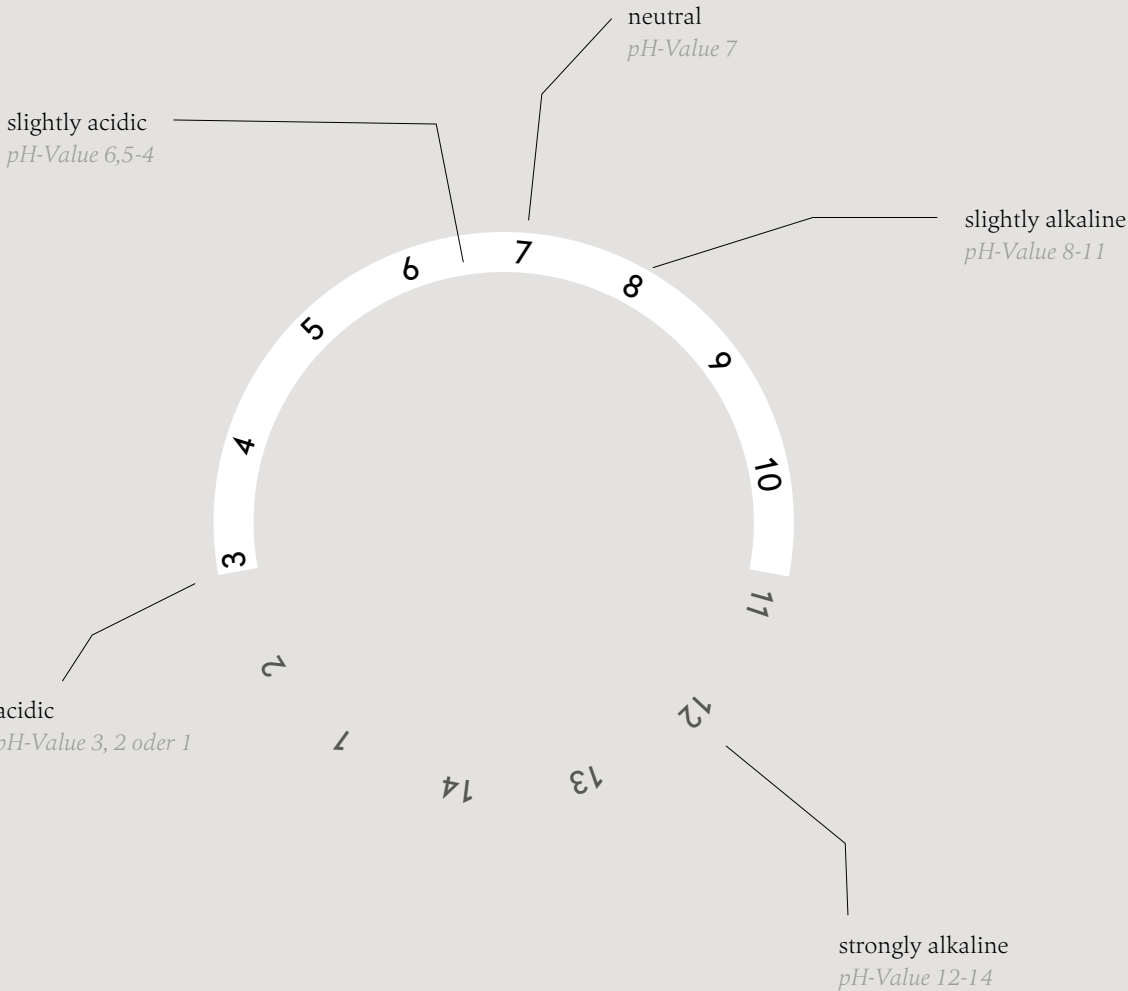
# The following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + Natural sponges
- + Scouring pads
- + Microfibre towels
- + Glass cleaners
- + Mild scouring cream
- + Cleaners that dissolve grease such as washing-up liquid
- + Limescale cleaners with a pH value of up to 3
- + Cleaners with up to 10% citric acid
- + Cleaners with up to 5% chlorine-based bleach
- + Cleaners with up to 15% anionic and non-ionic surfactants



# Unsuitable materials:

- Cleaners with strong acids (pH value < 2)
- Cleaners with intense dyes
- Steam jets or high-temperature agents
- Abrasives such as sandpaper



\* We recommend cleaners with a pH between 3 and 8.



## regular care

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<sup>i</sup> WE RECOMMEND GLASS CLEANERS WITH A MAXIMUM PH OF 8

We recommend not allowing water residue to dry repeatedly, this avoids the accumulation of soap and limescale deposits in the sink. After use, any residue should be wiped up with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

A glass cleaner with a maximum pH of 8 can be used to remove minor soap residue. Ideally, cleaning should take place immediately after using the washbasin.

The following are ideal for caring for your *Corian*<sup>®</sup> products, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

---

<sup>i</sup> ONLY USE CLEANERS WITH A PH BETWEEN 1 AND 3

For stronger soap or lime residues, we recommend a commercial lime-dissolving cleaning spray. The cleaner should have a maximum pH of 3. To clean, spray the cleaner and spread it over the surface with circular movements using a sponge or microfibre cloth. After a short exposure time, you can thoroughly rinse the surface with clear water. The surface should then be dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

Limescale and soap residue can accumulate, especially in the extremely straight corners of the *QORO* washbasin series and under the cover plates/panels. To remove the deposits, a lime-dissolving cleaning spray can be sprayed onto the soiled areas. After a short exposure time, the deposits can be removed with a small brush or a cotton swab. The treated area should then be rinsed thoroughly with clear water. Regular cleaning should take place once a week.

The following are ideal for cleaning your *Corian*<sup>®</sup> products, for example:

- Antical
- Cif Bathroom Cleaner Professional 2 in 1



/ clean it

# advanced cleaning.

More extensive cleaning should take place as needed or once a month.

Particularly stubborn residues can be removed with a chlorine-based bleaching cleaner (pH value max. 10). For the proper use of the cleaner, proceed as in the previous paragraph, "Regular cleaning". Heavy cleaning can also be carried out with a commercially available, mild scouring agent or a scouring pad.

A commercially available drain cleaner can be used to clean the drain area of the *QORO SLOPE* model. This reliably dissolves soap residue, oils, fats and natural substances.

/ fix it

# repair.

*Corian*® is a very strong, homogeneous material; avoid direct cuts or mechanical scratches on the surface, however. If the surface shows minor damage due to strong impacts, heat or chemicals, this can typically be repaired on site. If you have any questions, contact us by phone or email.

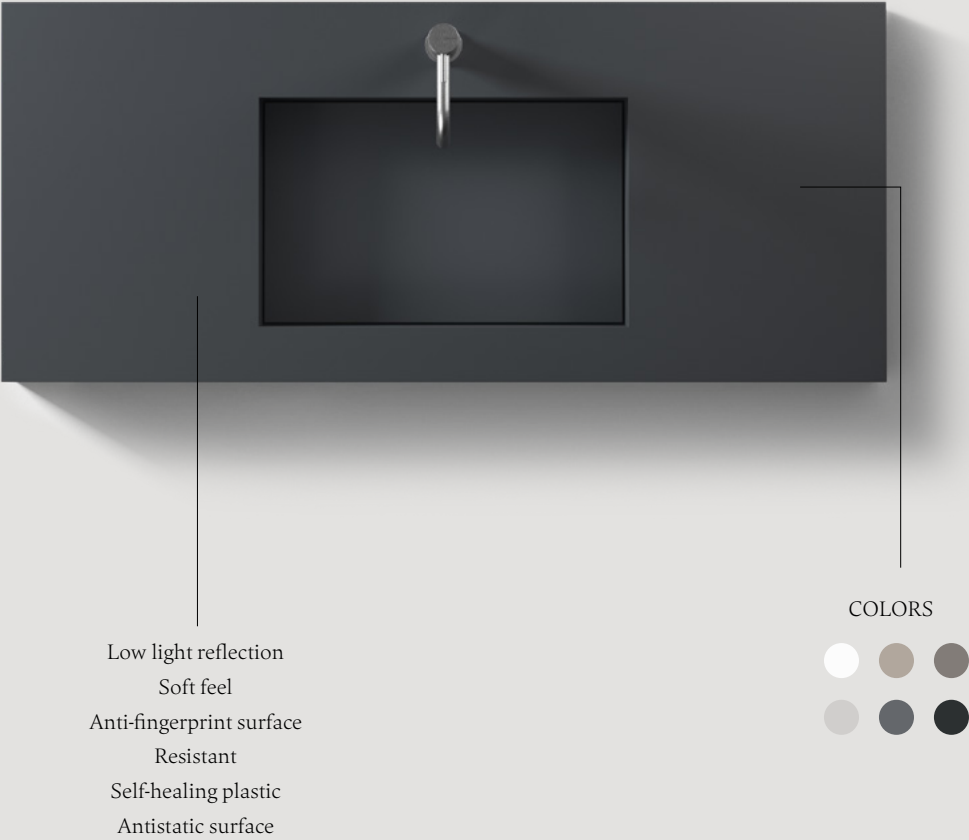


/ the material

fenix.

*FENIX<sup>NTM</sup>* is a multi-coated nanomaterial with low light reflectance, a soft feel and an anti-fingerprint finish.

*FENIX<sup>NTM</sup>* surfaces are highly resistant to scratches, abrasion and dry heat. The top layer of the material consists of a thermally repairable nano-plastic that reacts thermally and automatically seals small scratches when exposed to heat (shape memory effect). The antistatic nano surface automatically repels dust, limescale and grease.

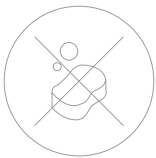






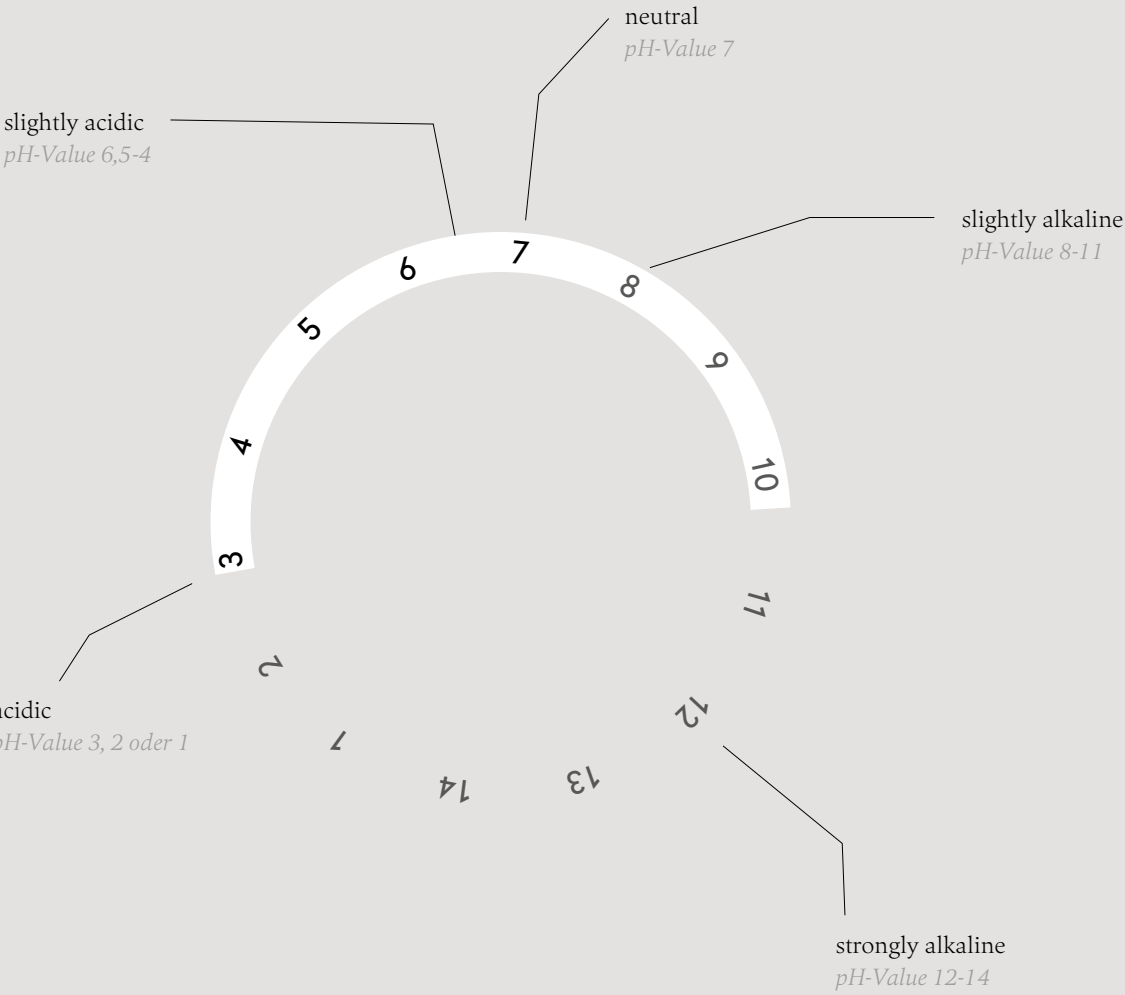
# The following are suitable for care and cleaning:

- + Warm water (< 55 °C)
- + Dirt erasers
- + Erasers
- + Natural sponges
- + High-pile microfibre towels (drying towel)
- + Cleaners that dissolve grease such as washing-up liquid
- + Limescale cleaners with a pH value of up to 3
- + Glass cleaners
- + Cleaners with up to 15% anionic and non-ionic surfactants



# Unsuitable materials:

- Cleaners with strong acids (pH < 3)
- Cleaners with strong bases (pH > 10)
- Abrasive cleaners with microgranules such as scouring cream
- Bleach or chlorinated cleaners
- Scouring pads
- Abrasives such as sandpaper or polishing fleece



\* We recommend cleaners with a pH between 3 and 8.



## regular care

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### GLASS CLEANER TO DISSOLVE SOAP OR LIME

We recommend not allowing water residue to dry repeatedly, this avoids the accumulation of soap and limescale deposits in the sink. After use, any residue should be wiped up with a soft cotton cloth or a high-pile microfibre cloth (drying cloth). A glass cleaner with a maximum pH of 8 can be used to remove minor soap residue. This keeps the area around the drain cover clean of deposits. Cleaning should take place immediately after using the washbasin.

The following are ideal for the care of your *Fenix<sup>NTM</sup>* product, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

---

### GLASS CLEANER OR MILD WASHING-UP LIQUID TO REMOVE SOAP RESIDUE, OILS & GREASE

To clean *Fenix<sup>NTM</sup>* we recommend using a glass cleaner or a mild washing-up liquid in combination with warm water. This dissolves soap residue, oils and grease. Commercial white dirt erasers are particularly suitable for removing dried stains. The surface should then be rinsed with warm water and dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth). Stubborn limescale deposits can be removed with a standard limescale cleaner. After using a limescale remover, rinse the surface with clear water. Scouring pads, polishing fleece or scouring cream are unsuitable for cleaning *Fenix<sup>NTM</sup>* products as they can damage the matt surface. Regular cleaning should take place once a week.

The following are ideal for cleaning your *Fenix<sup>NTM</sup>* product, for example:

- Sidolin Streak Free Citrus
- Pril Pro Nature washing-up liquid
- Frosch® Soda all-purpose cleaner
- Frosch® Neutral Cleaner
- Antical
- Cif Bathroom Cleaner Professional



/ clean it

# advanced cleaning.

More extensive cleaning should take place as needed or once a month.

Solid residues on the surface can be removed with a soft white eraser. Residues of nail polish or other staining can easily be removed with acetone. Add a small amount of acetone to a soft cloth and carefully remove the stain. Then rinse the cleaned surface with warm water. Acetone should only be used on small areas and is not suitable for cleaning the entire surface of the material.

After cleaning with acetone, follow the "Regular cleaning" instructions to avoid staining.

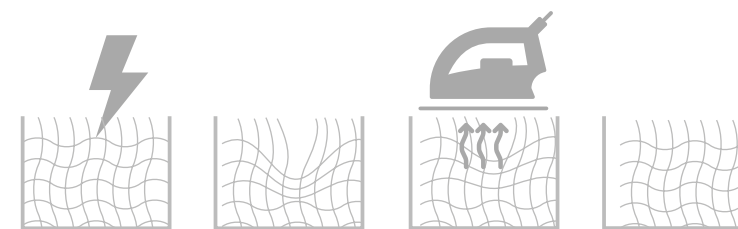
The non-porous surface and seamless finish of the *Fenix<sup>NTM</sup>* products ensure that the material meets the highest hygiene standards, is dirt-repellent, antibacterial, antifungal and antiviral. All commercially available disinfectants are suitable for disinfecting *Fenix<sup>NTM</sup>* surfaces.

/ fix it

# repair.

If, despite careful care and everyday use, scratches form on the surface (e.g. due to friction from soap dispensers), the thermally repairable properties of the nanosurface can be activated by frictional heat and warm water: moisten a dirt eraser with hot water and move it over the scratched area in a circular motion. This should repair the surface.

Even deeper scratches can be removed by thermal activation: place a moistened microfibre cloth on the scratched area and heat with a warm iron (i.e. on a medium setting) briefly (max. 10 seconds). The treated area should then be cleaned with lukewarm water and a microfibre cloth.

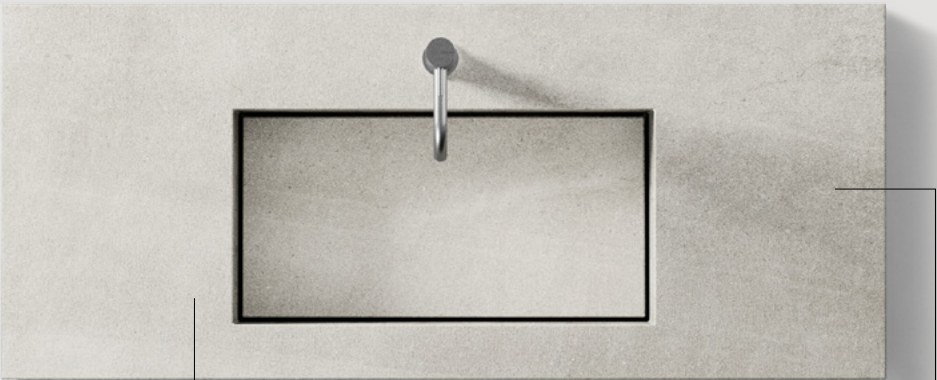


In the event of major damage such as impact damage or cracks, we would be happy to help by phone or email.



/ the material

# porcelain stoneware.



Hard and non-porous material  
Water and dirt repellent  
Mineral material

Avoid using acidic and  
abrasive cleaners

Our *LITHO* series of porcelain stoneware washbasins are made of fired porcelain stoneware. Production under high pressure and high firing temperatures makes the material exceptionally hard, non-porous and water- and dirt-repellent. Since it is a mineral material, no acidic cleaning agents should be used. Abrasive media should also be avoided in order not to damage the fine surface structure.





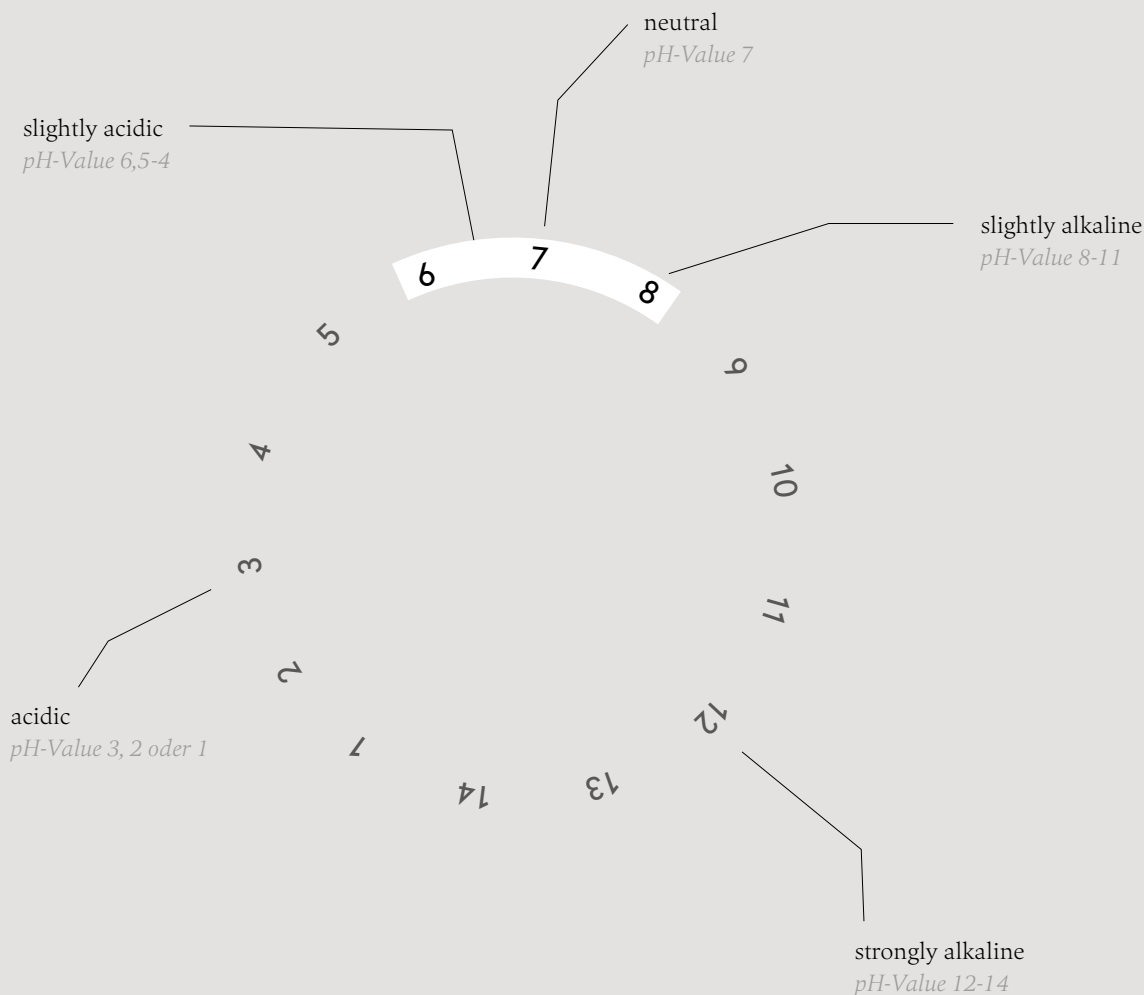
# The following are suitable for care and cleaning:

- + Warm water (< 55 °C)
- + Dirt erasers
- + Natural sponges
- + High-pile microfibre towels (drying towel)
- + Cleaners that dissolve grease such as washing-up liquid
- + Glass cleaners
- + Cleaners with up to 15% anionic and non-ionic surfactants



# Unsuitable materials:

- Acid cleaners (pH < 6)
- Strong alkaline cleaners (pH > 8)
- Abrasive cleaners with microgranules such as scouring cream
- Film-forming cleaners
- Scouring pads
- Steam jets
- Abrasives such as sandpaper or polishing fleece



\* We recommend cleaners with a pH between 6 and 8.



## regular care

---

### WE RECOMMEND GLASS CLEANER FOR REMOVING BUILD-UP

We recommend not allowing water residue to dry repeatedly, this avoids the accumulation of soap and limescale deposits in the sink. After use, any residue should be wiped up with a soft cotton cloth or a high-pile microfibre cloth (drying cloth). A glass cleaner with a maximum pH of 8 can be used to remove minor soap residue. This keeps the area around the drain cover clean of deposits. Cleaning should take place immediately after using the washbasin.

The following are ideal for the care of your porcelain stoneware e.g.

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

---

### FOR STUBBORN DEPOSITS, WE RECOMMEND WASHING-UP LIQUID

Despite regular care, soap residue or limescale deposits can accumulate over time. Commercial washing-up liquid and warm water are suitable for removing organic residues, soap residue or hairspray. Ideally, use a natural sponge or a commercially available dirt eraser for cleaning, as these protect the fine surface structure of the material.

Put a small amount of cleaner (e.g. washing-up liquid) and warm water onto the sponge and clean the basin and surface in a circular motion. The surface should then be rinsed with water and dried with a clean, soft cloth.

Regular cleaning should take place once a week.

The following are ideal for cleaning your porcelain stoneware e.g.

- Pril Pro Nature washing-up liquid
- Frosch® Neutral Cleaner



# advanced cleaning.

/ clean it

More extensive cleaning should take place as needed or once a month.

For extended cleaning, it is usually sufficient to proceed as described above. Porcelain stoneware proves to be a particularly easy-care material, so heavy cleaning is usually not necessary. In order to clean the stainless steel basin under the drain plate, the drain plate should first be carefully lifted out of the basin and then the cleaning steps from the "Stainless steel" chapter should be followed. The use of a pH-neutral hand detergent/washing-up liquid is particularly suitable for cleaning the stainless steel basin (see recommendations on page 55).

# repair.

/ fix it

Minor impact damage to the material can usually be repaired. You can obtain repair sets directly from *VALLONE®*.

Major damage or material breakage require an individual assessment – contact us in the event of damage.



/ the material

# stainless steel.

Pure stainless steel *AISI304* is used for our *COMO* series, our *TUNE* countertop basins and the accessories in the *ADD/STEEL* collection – one of the most durable and easy-care materials. Stainless steel is characterised by excellent corrosion resistance and its own passive protective layer, which protects the material over the long term.

Nevertheless, damage to the material can occur without regular care or improper care.

Lime, iron and acids can attack the protective layer of the material and destroy the alloy components of the steel. The following chapter explains how to protect the appearance and function of stainless steel for the long term.

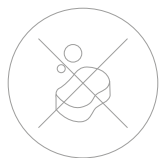






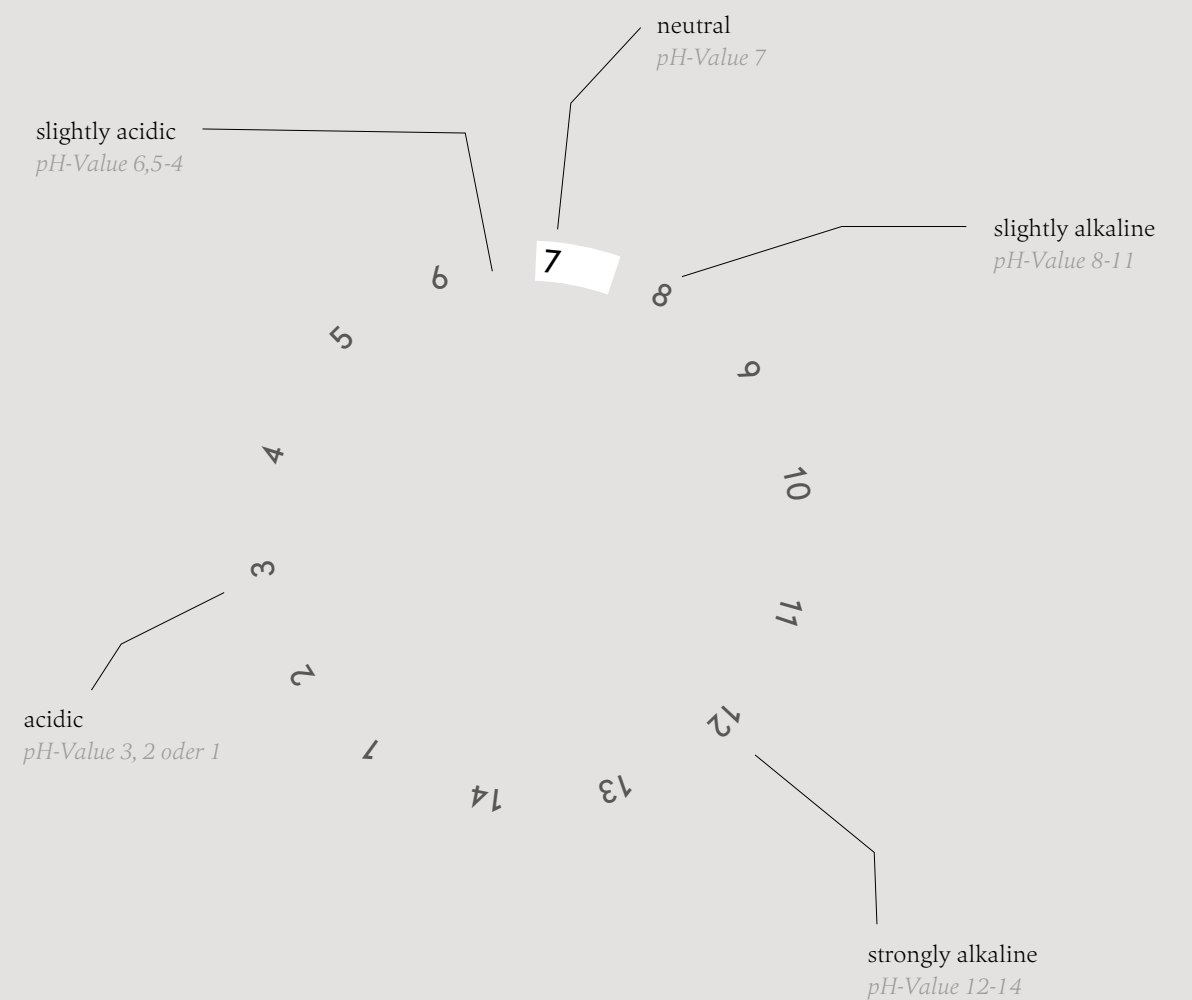
**The following are suitable  
for care and cleaning:**

- + Cotton towels
- + High-pile microfibre towels
- + Natural sponges
- + Warm water (38-55 °C)
- + Cleaners with a pH value of 7 to a maximum of 7.6
- + Cleaners with up to 15% anionic and non-ionic surfactants
- + Special stainless steel cleaners
- + Cleaners that dissolve grease such as washing-up liquid with a maximum pH of 7.6
- + Limescale cleaners (only for aerators)



## Unsuitable materials:

- Acid cleaners or alkaline cleaners
- Cleaners with hydrochloric acid, formic acid, chlorine, chlorine bleach or acetic acid
- Abrasive cleaners with microgranules such as scouring cream
- Synthetic sponges
- Scouring pads
- Polishing fleece
- Frosch® Neutral Cleaner





## regular care

---

### WE RECOMMEND REGULAR DRYING WITH A SOFT COTTON CLOTH

When using stainless steel in the bathroom, maintenance should be proactive. If residual amounts of water remain on the surface after use, limescale forms. This build-up binds the iron from the drinking water and attacks the protective layer of the stainless steel over time. We recommend drying the surface with a soft cotton cloth after use, especially in regions with hard water, and avoiding standing water – especially with the *TUNE* counterop basin.

Stainless steel taps, especially in the shower area, should be cleaned after use.

Regular cleaning should take place once a week.

Acidic and alkaline cleaners, scouring cream, sponges and steel wool are unsuitable for cleaning stainless steel. Acids in particular have a corrosion-promoting effect on stainless steel.

The following are ideal for cleaning stainless steel, for example:

- Pril Pro Nature washing-up liquid
- Frosch® Neutral Cleaner

## regular cleaning

---

### WE RECOMMEND A PH-NEUTRAL DETERGENT OR STAINLESS STEEL CLEANER

Limescale residues that build up can damage the high-quality surface of stainless steel products. For this reason, taps, basins and accessories should be thoroughly cleaned and limescale removed on a regular basis.

A pH-neutral detergent solution or a special stainless steel cleaner in combination with a soft cotton cloth should be used to clean the taps. For cleaning, put washing-up liquid and warm water on a microfibre cloth and agitate a little to form a foam, which increases the effect of the cleaning. The surface should always be cleaned in the direction of the grinding. The surface should then be dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

Heavier cleaning should take place once a month.

Regular cleaning should be performed once a week. Acidic and alkaline cleaners, scouring agents, sponges and steel wool are unsuitable for cleaning stainless steel. Acids in particular have a corrosive effect on stainless steel have a corrosive effect.

The following are ideal for cleaning stainless steel, for example:

- Pril Pro Nature washing-up liquid
- Frosch® Neutral Cleaner



# advanced cleaning.

/ stainless steel

Heavier cleaning of stainless steel should take place once a month.

The cleaning of aerators and nozzles with the *COMO* collection is particularly important during advanced cleaning, since this is where the greatest accumulation of limescale takes place.

The aerator of a water tap filters foreign bodies out of the water, shapes the spray pattern of the tap and mixes air into the stream of water. In order to permanently protect the function of the aerator and to avoid limescale deposits, it should be removed and cleaned once a month. Limescale deposits on the outlet of the tap can permanently damage the stainless steel (see page 66 f. for instructions).

# repair.

/ fix it

If the *VALLONE*® stainless steel product is damaged despite regular and correct care, all spare parts can be obtained directly from *VALLONE*®.

You can easily contact us for this via [www.vallone.de/support](http://www.vallone.de/support).

Note that water-carrying components of a tap may only be replaced by trained personnel. If the fitter or tradesperson has any questions about the installation of spare parts, we will be happy to provide advice.



**/ removing the aerator**



A plastic key for removing the aerator is included with the tap.  
Unscrew the aerator counter-clockwise from the tap.

**/ cleaning the aerator**



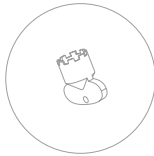
Place the aerator in a bowl and spray it with a commercially available decalcifying cleaner (e.g. Antical, Cif Bathroom Cleaner Professional, alternatively vinegar). Let the cleaner work for a few minutes. Then rinse off the aerator with plenty of water. If necessary, use a soft brush to remove foreign bodies or limescale from the filter screens on both sides of the aerator.

**/ cleaning of the thread in the spout**



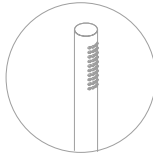
Before installing the aerator, clean the thread in the tap. To do this, proceed as for regular cleaning in the paragraph above.

**/ inserting the aerator**



Use the plastic key to reinsert the cleaned aerator into the tap. Be careful not to pinch the rubber seal of the aerator in the thread.

**/ hand and overhead showers**



Limescale can also collect in the area of the outlet nozzles of hand and overhead showers. These areas should also be cleaned during heavier cleanings of the taps.

**/ cleaning products**

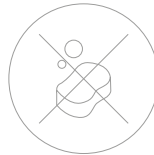


For this purpose, add a small amount of washing-up liquid and some warm water to a soft brush.  
Clean the area of the outlet nozzles in small circular movements with light pressure.

**/ cleaning**



Limescale deposits in the individual nozzles can be loosened by gently pressing the nozzle with your thumb.



*Scouring pads or scouring cream are unsuitable for heavier cleaning because they will remove the passive protective layer of the stainless steel.*

*Please note: Only clean the aerator when it has been removed, not in the taps.  
Limescale cleaners can contain strong acids that do not damage the aerator, but do damage the stainless steel.*

*Replacement aerators and aerator keys can be obtained directly from  
VALLONE® – we are happy to answer any questions you may have.*



/ the material

# powder-coated brass.

Our *NOYA* series and *ADD/* accessoires uses only corrosion-resistant brass *CW617N* and has an ultra-matte powder coating. The coating is characterised by excellent chemical resistance and extreme hardness. It automatically repels fingerprints, dirt and limescale, making care and cleaning easy. Only mild detergents and soft cloths should be used for care and cleaning. Scouring pads and scouring cream can make the surface shine and cause damage.







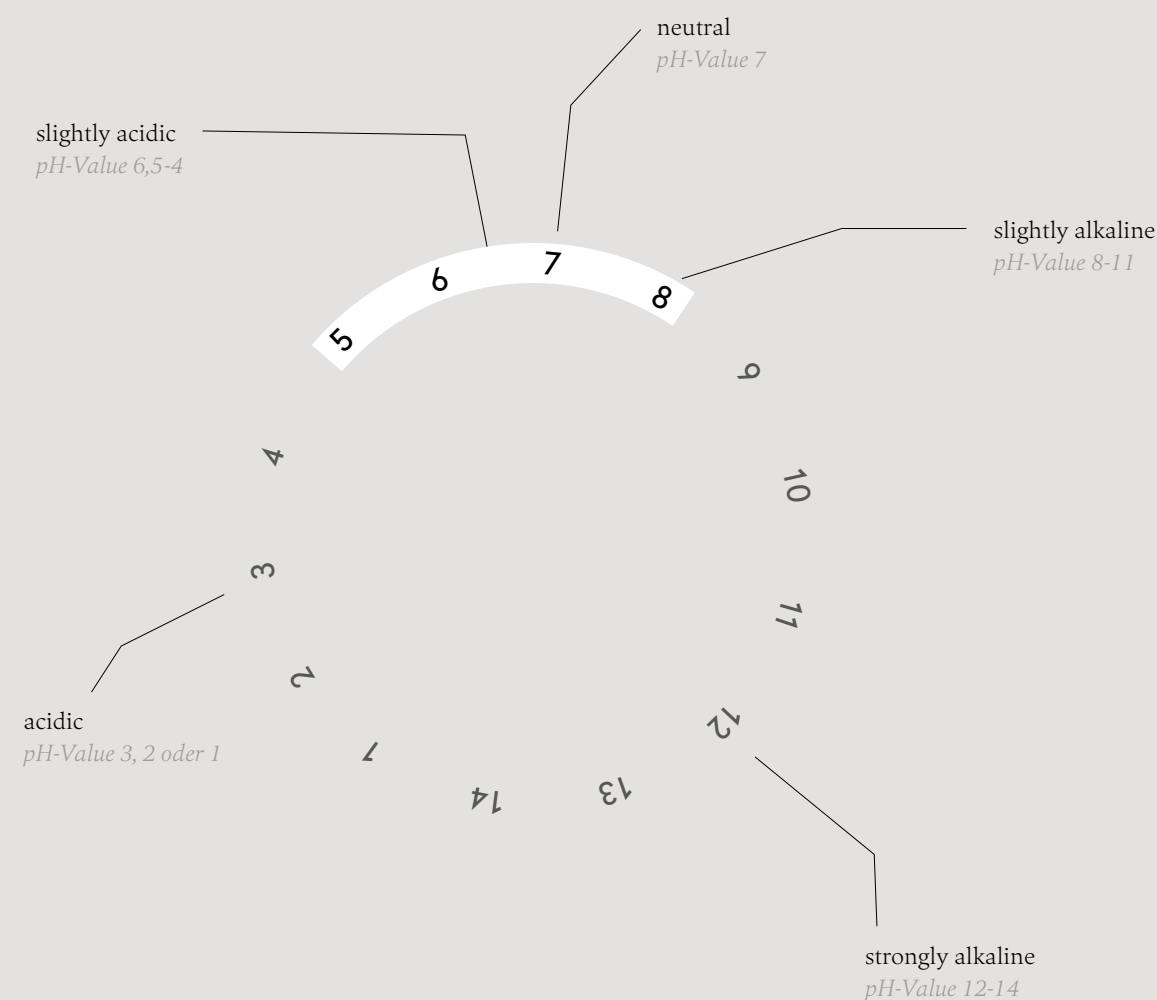
# The following are suitable for care and cleaning:

- + Cotton towels
- + High-pile microfibre cloths
- + Natural sponges
- + Warm water (38-55 °C)
- + Cleaners with a pH value of 5 to a maximum of 8
- + Cleaners with up to 15% anionic and non-ionic surfactants
- + Glass cleaners
- + Cleaners that dissolve grease such as washing-up liquid
- + Limescale cleaners (only for heavy deposits and for aerators)



# Unsuitable materials:

- Strongly acidic or alkaline cleaners
- Cleaners with hydrochloric acid, formic acid, chlorine, chlorine bleach or acetic acid
- Abrasive cleaners with microgranules such as scouring cream
- Synthetic sponges
- Scouring pads
- Polishing fleece



\* We recommend cleaners with a pH between 5 and 8.



## regular care

---

### WE RECOMMEND GLASS CLEANERS

For regular care of powder-coated brass, it is sufficient to remove residual amounts of water or soap with a soft cloth after use. The longer limescale remains on the surface, the more difficult it is to clean. In order to best protect the matte appearance of the surface, residues should be removed as soon as possible after they have formed. A commercially available glass cleaner can be used to loosen simple build-up. Regular maintenance should be performed after use or as needed.

The following are ideal for the care of your powder-coated brass, for example:

- Sidolin Streak Free Citrus
- Frosch® Soda all-purpose cleaner

## regular cleaning

---

### AVOID STRONGLY ACIDIC OR ALKALINE CLEANERS

Limescale residues can damage the high-quality surface over time. Powder-coated brass should therefore be thoroughly cleaned and limescale removed on a regular basis. Limescale deposits can form in particular in the area around the aerator and under the handle of the tap. The sooner these are removed through regular cleaning, the longer the ultra-matte finish and the proper functioning of product will remain. A glass cleaner or a washing-up liquid solution and a soft cotton cloth are suitable to clean powder-coated brass.

For cleaning, put washing-up liquid or glass cleaner on a microfibre cloth and agitate a little to form a foam, which increases the effect of the cleaning. The surface should then be dried with a soft cotton cloth or a high-pile microfibre cloth (drying cloth).

Regular cleaning should take place once a week.

Strongly acidic or alkaline bathroom cleaners, scouring cream or scouring pads and steel wool are unsuitable for cleaning.

The following are ideal for cleaning powder-coated brass, for example:

- Sidolin Streak Free Citrus
- Frosch® Soda all-purpose cleaner
- Frosch® Neutral Cleaner
- Pril Pro Nature washing-up liquid



# advanced cleaning.

/ powder-coated brass

Heavier cleaning of powder-coated brass should take place once a month.

The cleaning of aerators and nozzles with the *NOYA* tap collection is particularly important during heavier cleaning, since this is where the greatest accumulation of limescale occurs.

The aerator of a water tap filters foreign bodies out of the water, shapes the spray pattern of the tap and mixes air into the stream of water. In order to permanently protect the function of the aerator and to avoid limescale deposits, it should be removed and cleaned once a month.

Limescale deposits on the outlet of the tap can permanently damage the powder coating (see page 76 f. for instructions).

# repair.

/ fix it

If the tap is damaged despite regular and proper care, all spare parts can be obtained directly from *VALLONE*®.

You can easily contact us for this via [www.vallone.de/support](http://www.vallone.de/support).

Note that water-carrying components of a tap may only be replaced by trained personnel. If the installer or tradesperson have questions about the installation of spare parts, we will be happy to advise you.

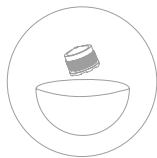


**/ removing the aerator**



A plastic key for removing the aerator is included with the tap.  
Unscrew the aerator counter-clockwise from the tap.

**/ cleaning the aerator**



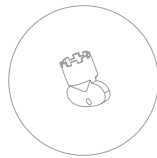
Place the aerator in a bowl and spray it with a commercially available decalcifying cleaner (e.g. Antical, Cif Bathroom Cleaner Professional, alternatively vinegar). Let the cleaner work for a few minutes. Then rinse off the aerator with plenty of water. If necessary, use a soft brush to remove foreign bodies or limescale from the filter screens on both sides of the aerator.

**/ cleaning of the thread in the spout**



Before installing the aerator, clean the thread in the tap. To do this, proceed as for regular cleaning in the paragraph above.

**/ inserting the aerator**

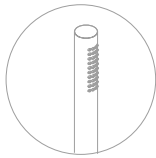


Use the plastic key to reinsert the cleaned aerator into the tap. Be careful not to pinch the rubber seal of the aerator in the thread.

*Please note: Only clean the aerator when it has been removed, not in the taps.  
Limescale cleaners can contain strong acids that do not damage the aerator, but do damage the stainless steel.*

*Replacement aerators and aerator keys can be obtained directly from  
VALLONE® – we are happy to answer any questions you may have.*

**/ hand and overhead showers**



Limescale can also collect in the area of the outlet nozzles of hand and overhead showers. These areas should also be cleaned during heavier cleanings of the taps.

**/ cleaning products**

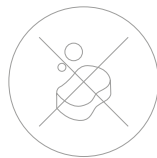


For this purpose, add a small amount of washing-up liquid and some warm water to a soft brush.  
Clean the area of the outlet nozzles in small circular movements with light pressure.

**/ cleaning**



Limescale deposits in the individual nozzles can be loosened by gently pressing the nozzle with your thumb.



*Scouring pads or scouring cream are unsuitable for heavier cleaning because they will remove the passive protective layer of the stainless steel.*



*APUA* by *VALLONE*® is made of 100% natural marble - a material formed millions of years ago by the movement of tectonic plates under the highest pressure and extreme temperatures. The main component of marble is crystalline limestone. This makes marble a natural and, compared to other stones, rather soft, open-pored material, which also requires care and attention in everyday use.

/ the material

# marble.



100% natural marble

silk-matt  
surface



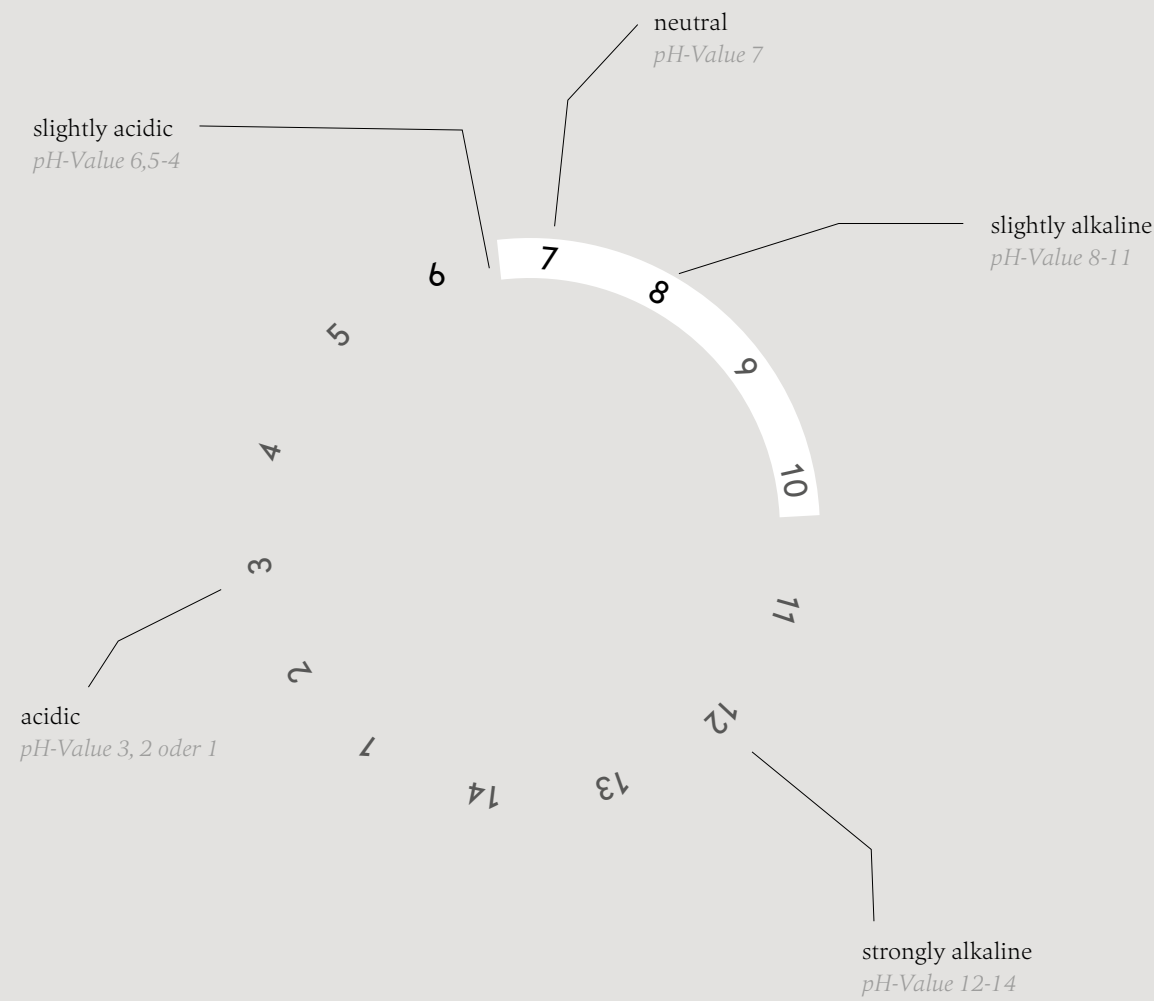
general notes

Due to the calcium carbonate containing limestone, marble is sensitive to acids. If the surface comes into contact with acid, the calcium carbonate in the marble may dissolve and damage it. For this reason, cleaning agents containing alcohol, acetone, acid and abrasive substances must not be used.

Due to the open porosity, contact with cleaning agents containing color pigments should be avoided. The sink must also be protected from highly pigmented products such as cosmetics or hair dyes, as the intrusion of the color pigments into the stone can lead to permanent discoloration. Deposited metal objects such as razor blades, nail scissors or nail arrows can rust in combination with water and thus discolor the silk-matt surface.

Mechanical scratching or cutting on the surface by sharp objects should be avoided, as well as the use of scratching and abrasive media (e.g. scouring pads or abrasives). These can damage the porous surface of the marble. Instead, use only soft cloths or sponges in combination with a mild detergent solution (pH value between 7 and 10). The cover plate in particular should be treated with extreme care - it should only be removed for cleaning.

Be careful not to change the temperature of the water coming out from warm to cold too quickly. Although the material has a high thermal resistance, a rapid change in temperature can result in thermal overload and weaken the marble's texture.



\* We recommend cleaners with a pH between 7 and 10



## regular care

---

### ⓘ WE RECOMMEND MILD DETERGENT OR SOAP

The products of the *APUA* collection require regular care and cleaning in order to preserve the natural, silky-matte surface of the stone. Water deposits should be removed with a soft cotton cloth immediately after use. Residues of soap, shampoo or toothpaste should also not be left on the surface.

The marble surface should only be cleaned with a mild detergent or soap solution (pH between 7 and 10) and a soft cloth. The surface should then be washed with clean water and dried with a soft cloth.

Regular cleaning to prevent lime deposits is essential. Do not use commercially available cleaning agents that dissolve limescale. These cleaners attack the lime contained in the stone and can leave deeper marks in the material.

## regular cleaning

---

### ⓘ USE SPECIAL MARBLE CLEANERS FOR DAILY CLEANING

Special marble cleaners should be used for daily cleaning. For this purpose, we recommend the cleaners from FILA Solutions and MOELLER Stone Care without obligation. Please follow the manufacturer's instructions for the use of the cleaning products.

MOELLER Stone Care - HMK® R156 Marble Bath Cleaner

Spray the cleaner evenly onto the surface to be treated and let it react briefly without allowing it to dry. Then rub the cleaner in with a soft sponge or cloth and rinse with clean water.

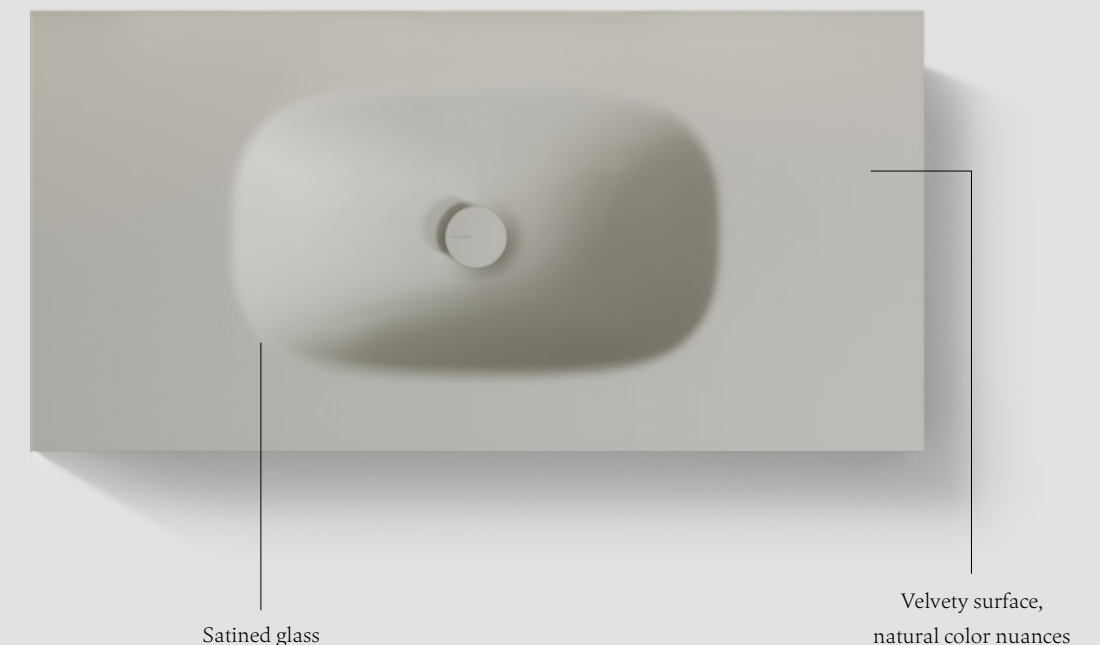
FILA Solutions - Marble Refresh

Spray the cleaner onto the basin. Wipe with a dry, soft cloth until the treated area is dry.



*ONDA* by *VALLONE*® combines flowing organic shapes and matt shimmering elegance with the durability of perfectly finished glass. The result: a washbasin of almost ethereal sophistication. Frosted glass not only ensures a unique matt look, but also exceptional durability and scratch resistance. This makes the avant-garde made-to-measure washbasins very easy to clean despite their beauty and enables the implementation of colored made-to-measure washbasins without sensitive surface coating.

# frosted glass.

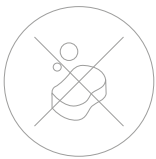






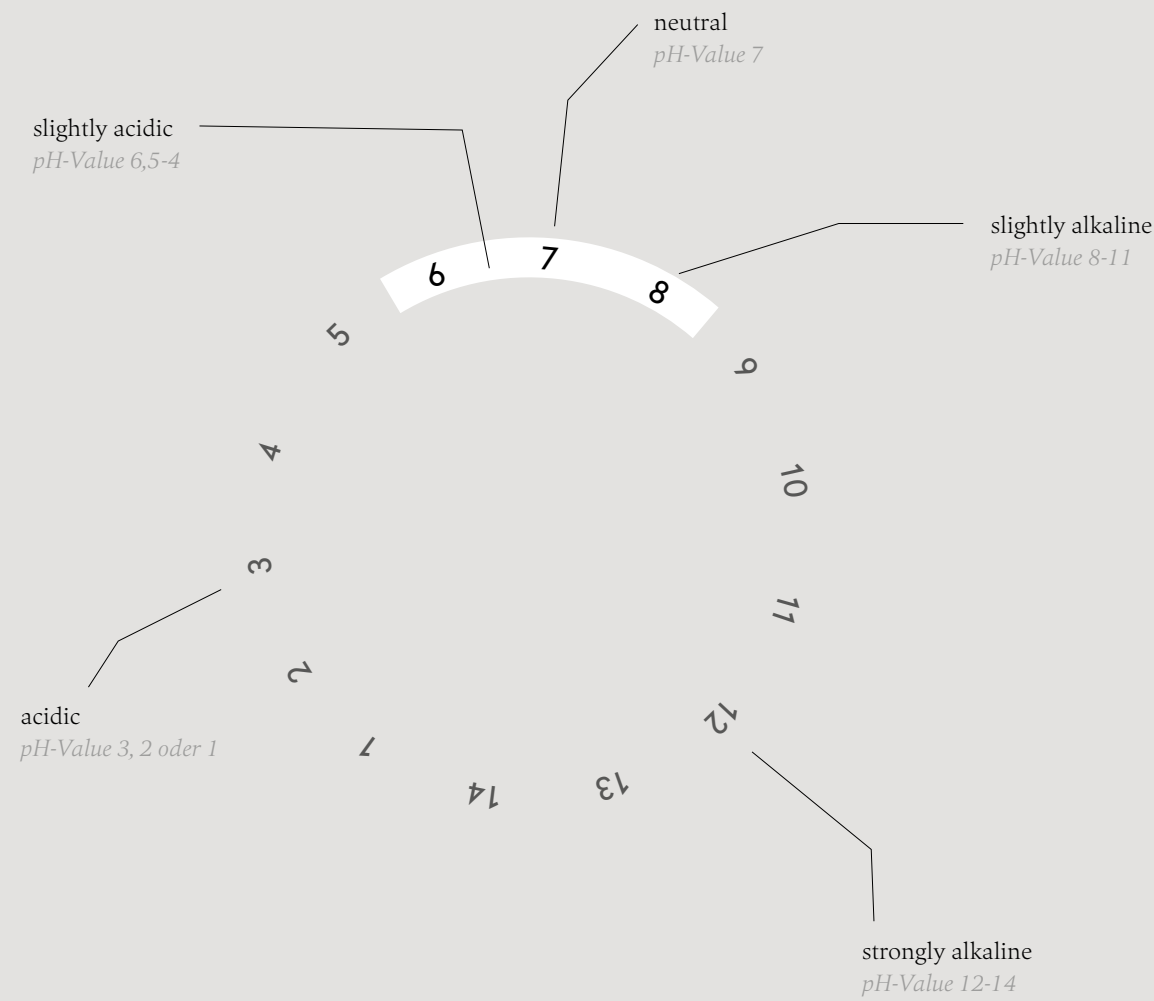
# The following are suitable for care and cleaning:

- + Warm water (30-40 °C)
- + Natural sponges
- + High-pile microfiber cloths (drying cloth)
- + Mild dishwashing detergent
- + Glass cleaner with a pH value of 5 to a maximum of 8



# Unsuitable materials:

- Strong solvents
- Acidic cleaners (e.g., anti-limescale cleaner)
- Cleaners with (strong) bases (e.g., bleach, caustic soda)
- Drain cleaners
- Abrasive cleaners (e.g., scouring milk) and scouring sponges
- Cleaners with colorants
- Steam jets or media with high temperatures
- Sharp tools (e.g., razor blades, nail scissors)



\* We recommend cleaners with a pH between 6 and 8



# regular care

i WE RECOMMEND GLASS CLEANER

We recommend not allowing water residues to dry permanently so that soap residues and limescale deposits do not accumulate in the washbasin permanently. After use, any residue should be removed with a soft cotton cloth or a high-pile microfiber cloth (drying cloth). A glass cleaner with a pH value of 6-8 can be used to remove minimal soap residue. The area around the drain cover can also be kept clean of deposits in this way.

Care should be carried out immediately after using the washbasin.

Suitable products for the care of frosted glass include

- Sidolin Streak-free Pro Nature
- Cif Professional glass cleaner

# regular cleaning

i FOR STUBBORN DEPOSITS, WE RECOMMEND HAND DISHWASHING LIQUID

Despite regular care, soap residue or limescale deposits can build up over the course of use. Commercially available washing-up liquid and warm water are suitable for removing organic residues, soap residues or hairspray. Ideally, a natural sponge should be used for cleaning, as this is gentle on the surface structure of the material. Apply a little detergent (e.g., colorless washing-up liquid) and warm water to the sponge and clean the basin and surface in a circular motion. The surface should then be rinsed with water and dried with a clean, soft cloth.

Regular cleaning should be carried out once a week.

Suitable products for cleaning frosted glass include

- Pril Pro Nature dishwashing detergent
- Frosch® Neutral Cleaner



Have further questions about the contents of this guide or other concerns? Need spare parts or help with the exchange?

We would also be happy to advise you directly on the topics of care, cleaning and repairs. Contact our team of experts.

/ Questions?

# contact us.



## vallone service.

**SERVICE@VALLONE.DE**  
**0201. 806 943 0**

Care / cleaning / special questions  
individual advice / suitable  
cleaning products



## vallone technics.

**TECHNIK@VALLONE.DE**  
**0201. 806 943 37**

Surface Repair / Restoration Questions /  
Repair Kits / Spare Parts /wearing parts



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unesco world heritage zollverein  
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gelsenkirchener str. 181  
45309 essen  
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