

# CARE GUIDE

*Timeless spaces begin with care:*  
Protecting materials through cleaning and maintenance.

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# Care and Cleaning *Guide* for your *Bathroom* products.

The *VALLONE*<sup>®</sup> product portfolio includes many high-quality materials. In order to preserve their appealing look and feel over the long term, the *VALLONE*<sup>®</sup> 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.

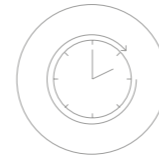
We make a distinction here between care (proactive) and cleaning (reactive). Proactive care avoids stubborn soiling or da-

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*<sup>®</sup> 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*<sup>®</sup> 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*<sup>®</sup> products, our team will be happy to help.



#### **CLEANING AT REGULAR INTERVALS**

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



#### **CHECK THE CLEANING PRODUCT**

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



#### **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.



#### **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: 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.



#### **ENVIRONMENT**

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



#### **PLEASE NOTE: IMPROPER CLEANING**

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



#### **WARRANTY CLAIMS**

Damage caused by lack of or incorrect care and cleaning can limit the warranty claims. *VALLONE*<sup>®</sup> is not liable for direct or indirect damage caused by the improper use of cleaning agents.

# Definitions

The terms used in the *VALLONE*<sup>®</sup> Care Guide are explained below. In order to have a comprehensive understanding of the contents, 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

① 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*® 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*® Care Guide. Avoid cleaning stainless steel with (slightly) acidic cleaners, in particular.

## ph-neutral cleaners

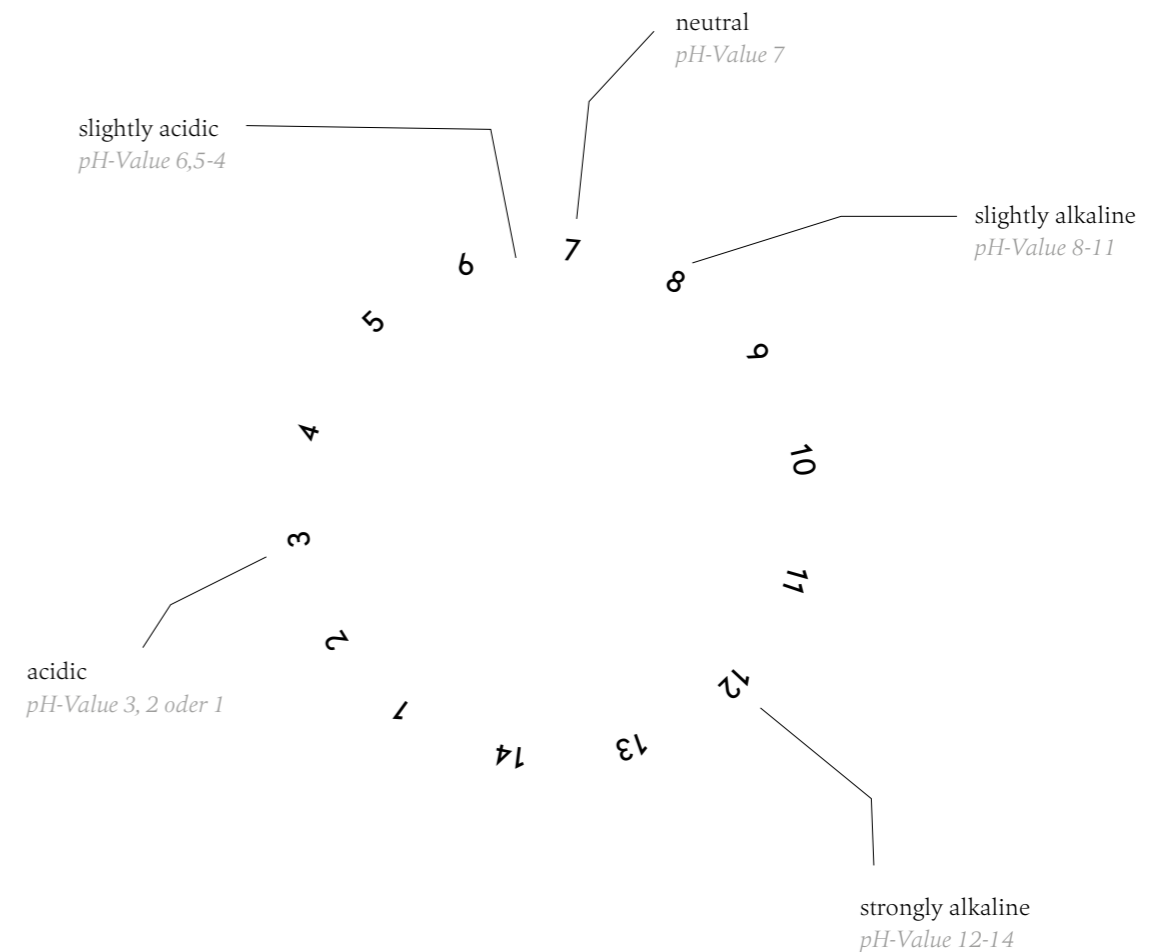
① NEUTRAL: PH VALUE 7

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

① 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*® Care Guide.



## surfactants

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### 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

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### 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*<sup>®</sup>) series can be treated with scouring cream without damaging the surface.

## film build-up and dyes

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### ① TRANSPARENT CLEANERS PREVENT CHANGES TO THE APPEARANCE OF THE MATERIAL

*VALLONE*<sup>®</sup> 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*<sup>®</sup> 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.



satin feel  
high robustness  
durable  
low maintenance

avoid the use of strongly  
acidic and abrasive cleaners



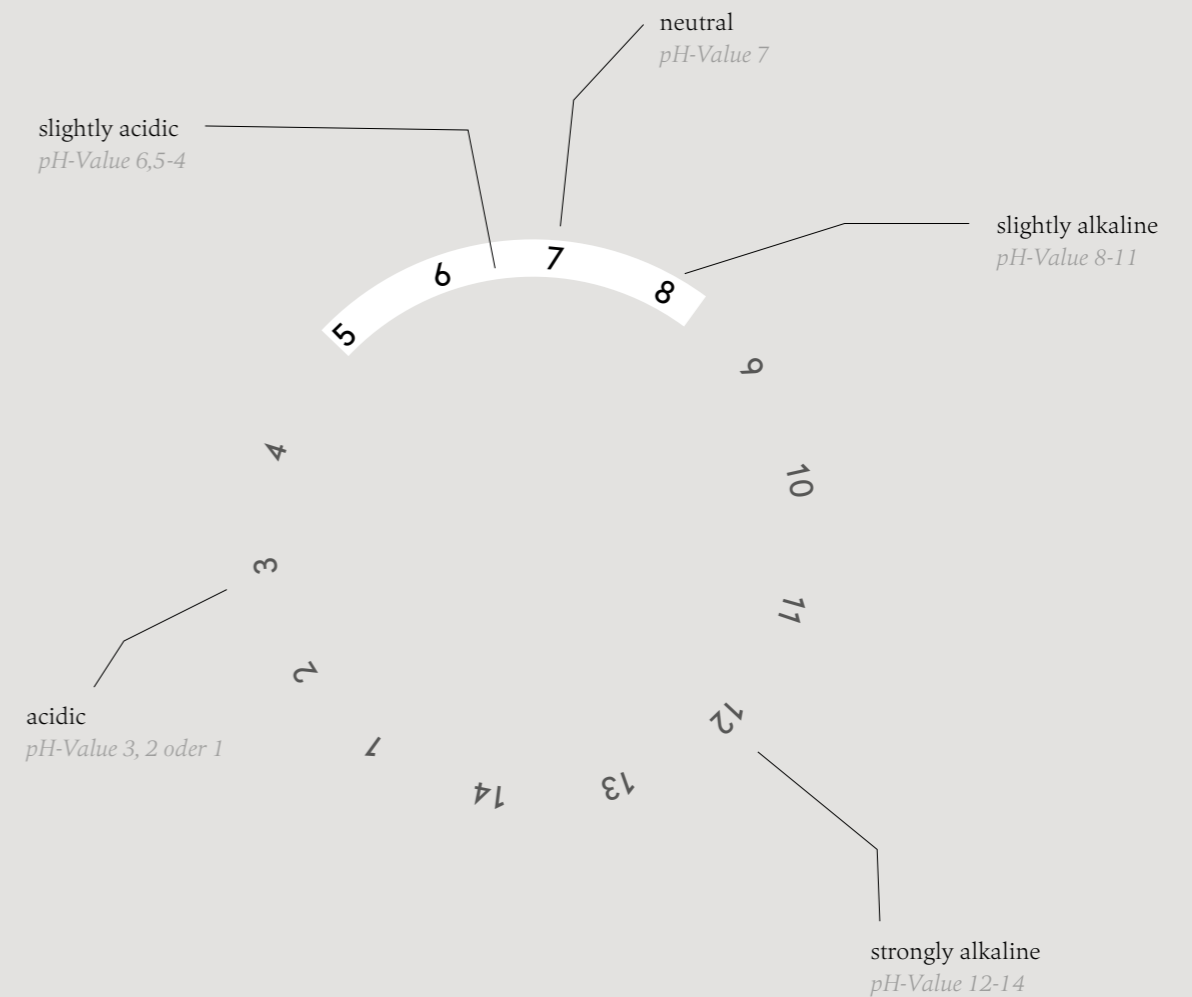
## the following are suitable for care and cleaning:

- + 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
- + Scouring cream



## unsuitable materials:

- Strong solvents
- Cleaners with strong acids (pH < 3)
- Cleaners with strong bases (pH > 10)
- Drain cleaners
- Cleaners with dyes
- Steam jets or high-temperature media
- Scouring pads



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

## regular care

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

*VELVET STONE*<sup>®</sup> 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*<sup>®</sup> care, 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.

We recommend following cleaning products, for example:

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

/ velvet stone

# advanced cleaning.

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*<sup>®</sup>.

(See page 22 for instructions)

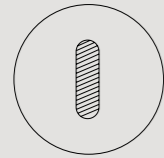
Since soap residue and limescale can build up around the mechanics of the drain cover in particular, these areas must be cleaned regularly. The drainage mechanism of *VALLONE*<sup>®</sup> washbasins and bathtubs is made of special plastic that automatically repels limescale and is chemically resistant. 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)

We recommend following cleaning products, for example:

- Antical
- Cif Bathroom Cleaner Professional 2 in 1

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

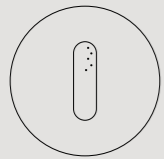


### / stage 1

#### 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).



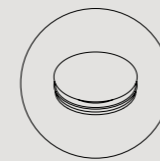
### / stage 2

#### 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, VISS Scouring Cream)

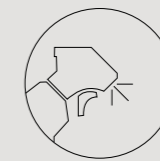
### / step 1



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.

/ velvet stone

# repair.

*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.

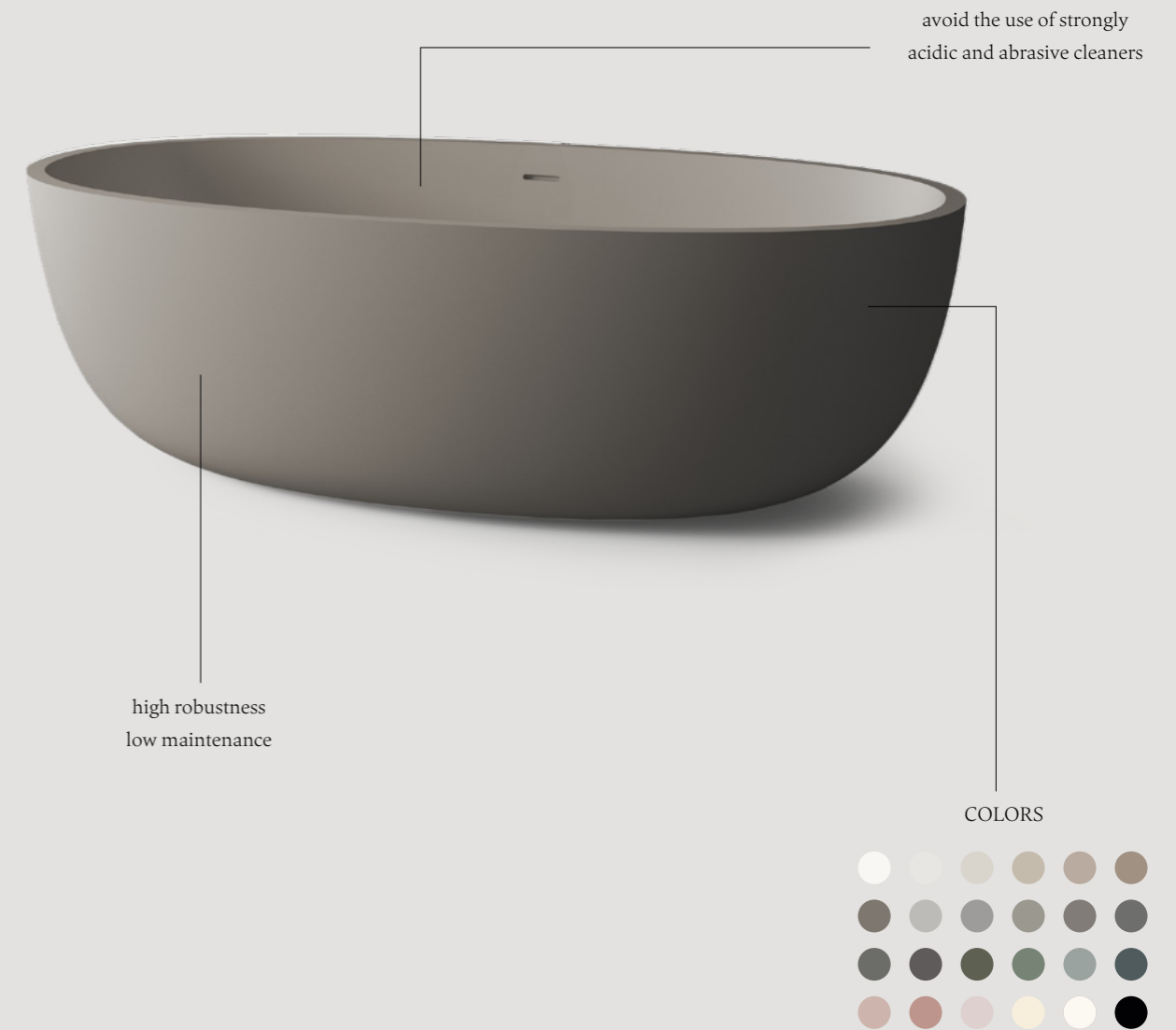
/ overview

# velvet stone. colored

*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.





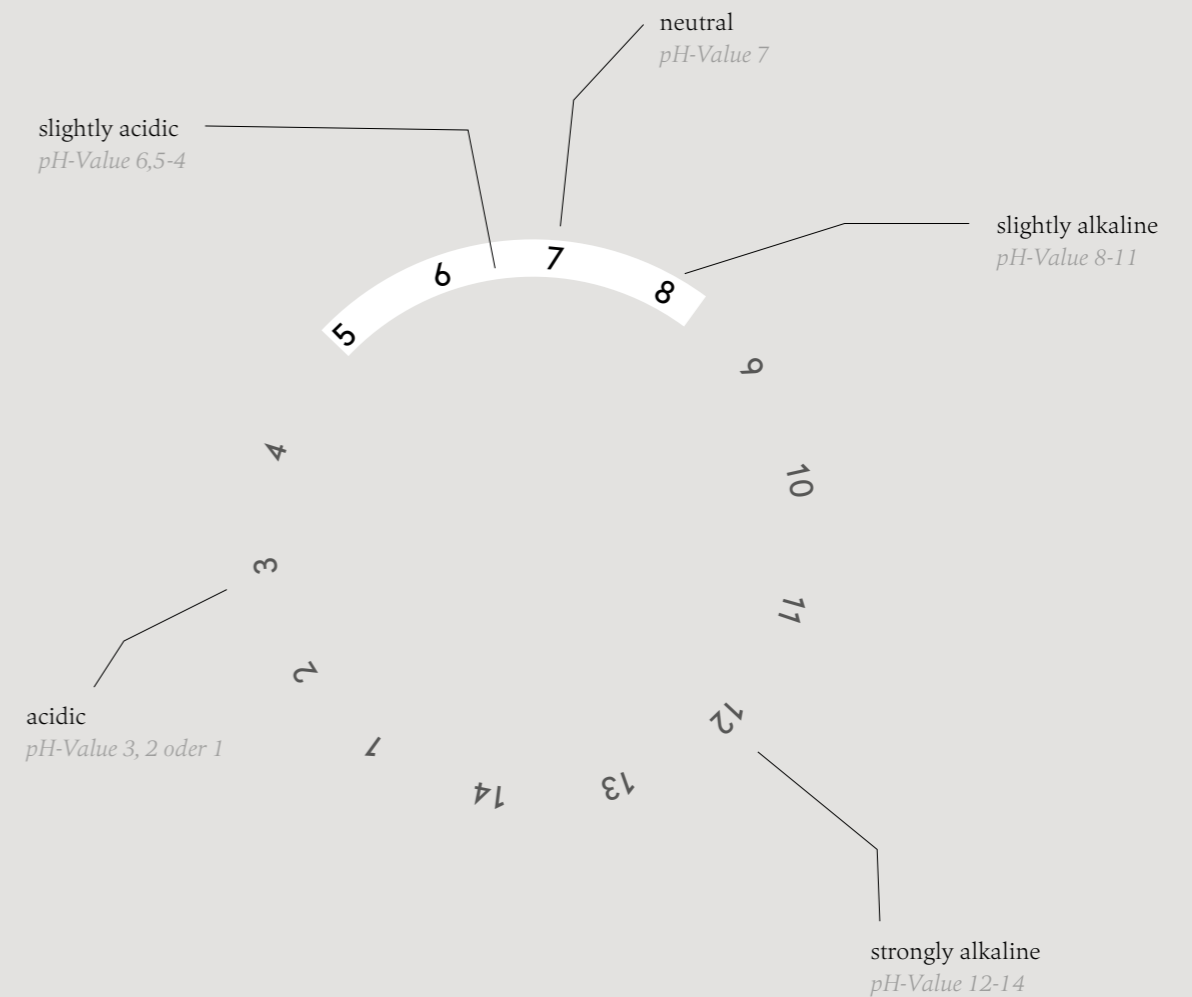
## the following are suitable for care and cleaning:

- + 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

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<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.

We recommend following cleaning 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.

We recommend following cleaning products, for example:

- Pril Pro Nature washing-up liquid
- Frosch® 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).

We recommend following products cleaning the drainage mechanism, for example:

- Antical
- Cif Bathroom Cleaner Professional 2 in 1

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

/ fix it

# repair.

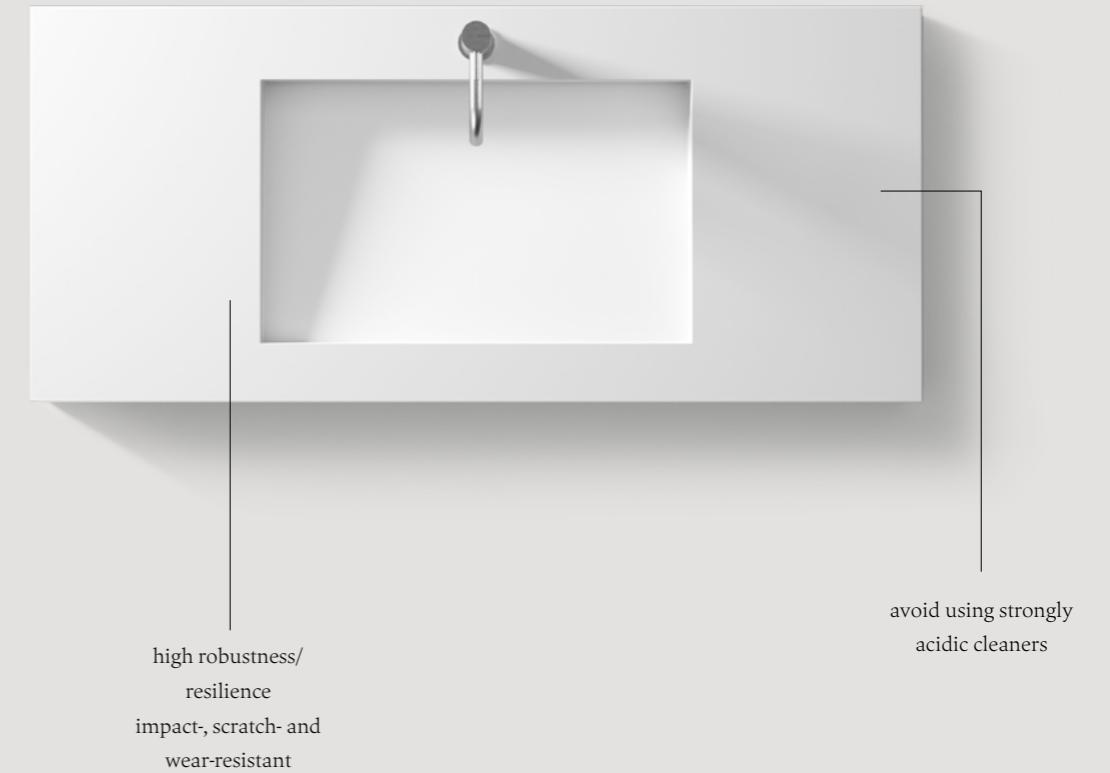
If small surface/impact damage occurs, this can be touched up with a touch-up pencil in the original colour. Touch-up pencils in the original colour can be obtained directly from *VALLONE*®.

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

/ the material

# corian.

*Corian*<sup>®</sup> 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*<sup>®</sup> 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.





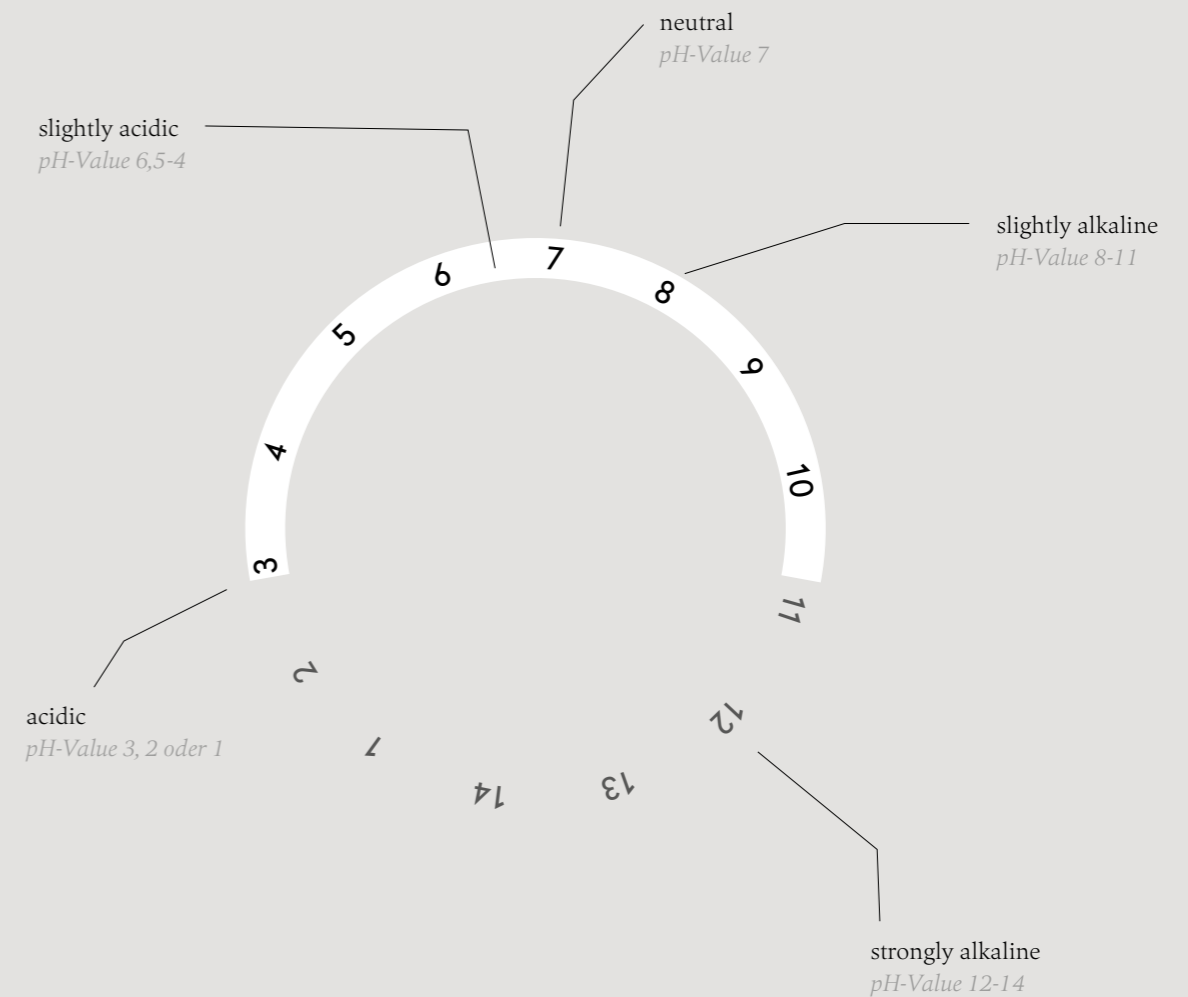
## the following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + Natural sponges
- + Scouring pads
- + Microfibre towels
- + Glass cleaners
- + 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
- Scouring cream



\* We recommend cleaners with a pH between 3 and 10.

## 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.

We recommend following cleaning products, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

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### <sup>i</sup> HOW TO REMOVE LIMESCALE

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.

We recommend following cleaning 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

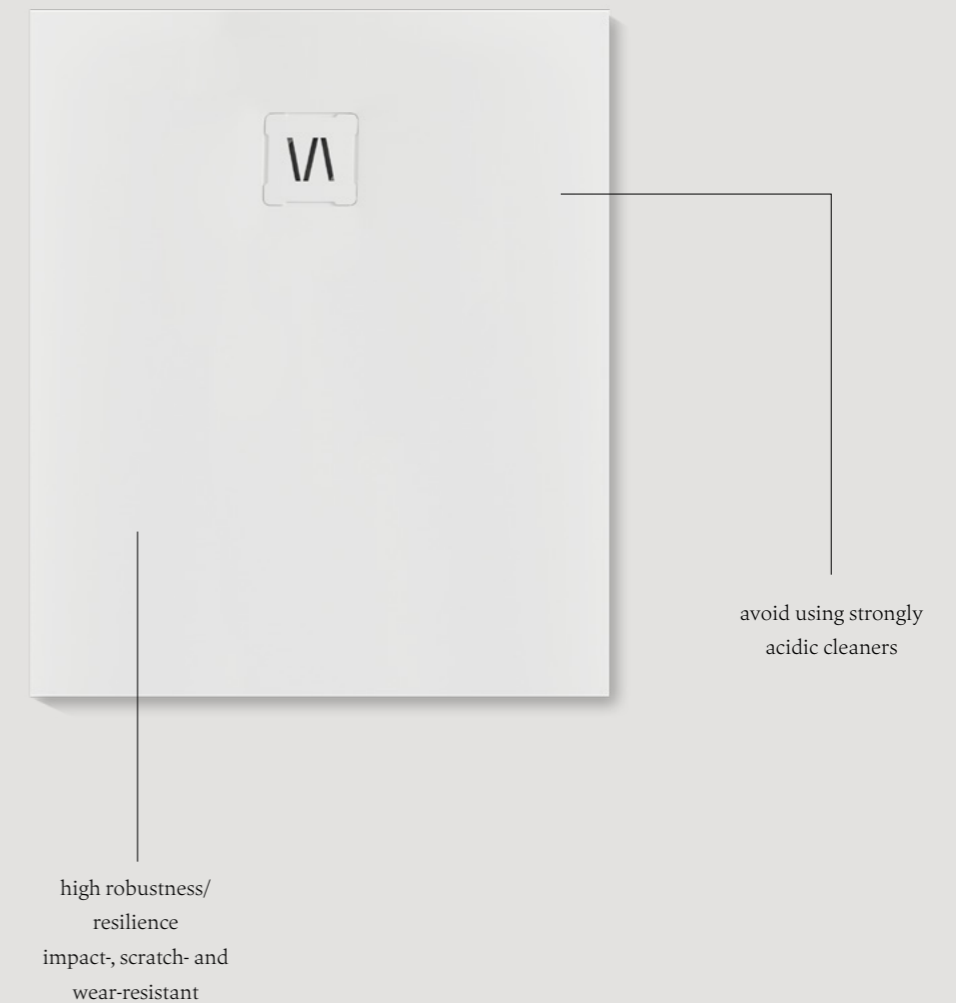
# repair.

*Corian*<sup>®</sup> 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

# mineralmarmo.

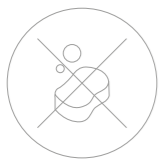
*Mineralmarmo®* is a high-quality mineral composite material with a particularly homogeneous and durable surface. The combination of mineral components and premium resins creates a long-lasting material characterized by its high resistance as well as its easy-care and hygienic properties. *Mineralmarmo®* can be cleaned effortlessly in everyday use and refreshed when needed. Thanks to its non-porous surface, the material is highly resistant to moisture, limescale deposits, and many common household cleaning products.





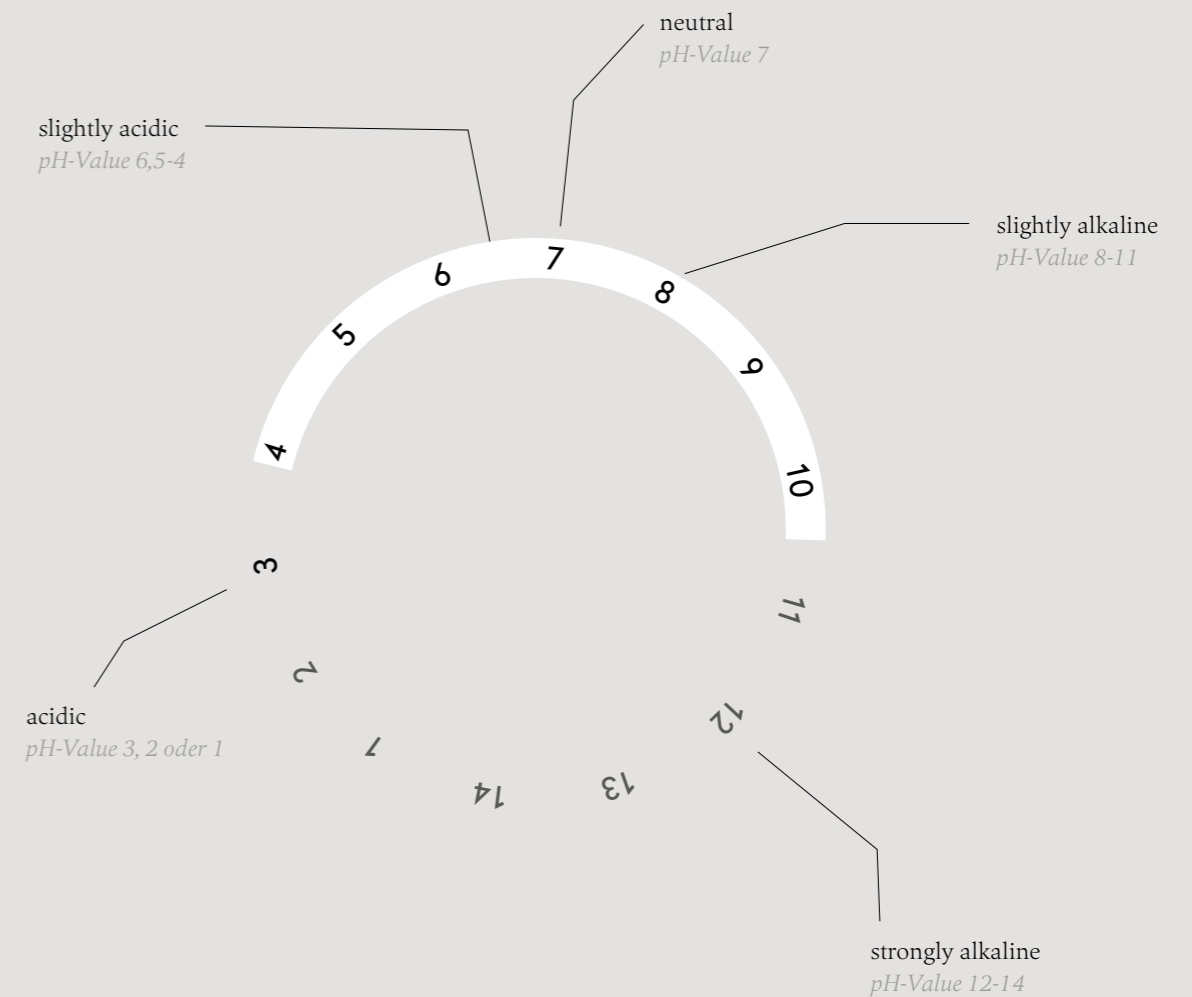
## the following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + Natural sponges
- + Microfibre towels
- + Glass cleaners
- + Cleaners that dissolve grease such as washing-up liquid
- + Limescale cleaners with a pH value of up to 4
- + 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 < 4)
- Cleaners with intense dyes
- Steam jets or high-temperature agents
- Abrasives such as sandpaper
- Scouring cream



\* We recommend cleaners with a pH between 4 and 10.

## regular care

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### <sup>i</sup> WE RECOMMEND STANDARD NEUTRAL CLEANERS

Commercially available cleaners such as all-purpose or bathroom cleaners are suitable for removing light dirt and everyday residues from *Mineralmarmo*®. Thanks to its closed, coated surface, residues can be removed easily without dirt adhering permanently to the material. Areas such as drain zones or transitions can also be kept clean and free from deposits.

To preserve the surface over time, we recommend avoiding abrasive cleaning agents or scouring sponges and not rubbing the surface excessively. Cleaning products should not be left on the surface longer than necessary and should always be thoroughly rinsed off with clean water after cleaning.

Care should take place immediately daily or after each use.

We recommend following cleaning products, for example:

- Frosch® Neutral Cleaner
- Denkmit Allzweckreiniger
- Dishwashing liquid

## regular cleaning

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### <sup>i</sup> HOW TO REMOVE LIMESCALE

During everyday use, residues such as soap deposits, limescale buildup, or general dirt may accumulate on *Mineralmarmo*®. Thanks to its closed surface, these residues can usually be removed easily and without leaving marks when using suitable cleaning agents. In the case of limescale deposits, dedicated limescale removers may also be used if required.

For cleaning, we recommend using a soft cloth or a soft sponge to treat the surface gently. The cleaner can be applied either directly to the surface or to the cleaning cloth and, after a short application time, should be thoroughly rinsed off with clean, lukewarm water. The surface should then be carefully dried with a clean, soft cloth.

Cleaning should be carried out once a week.

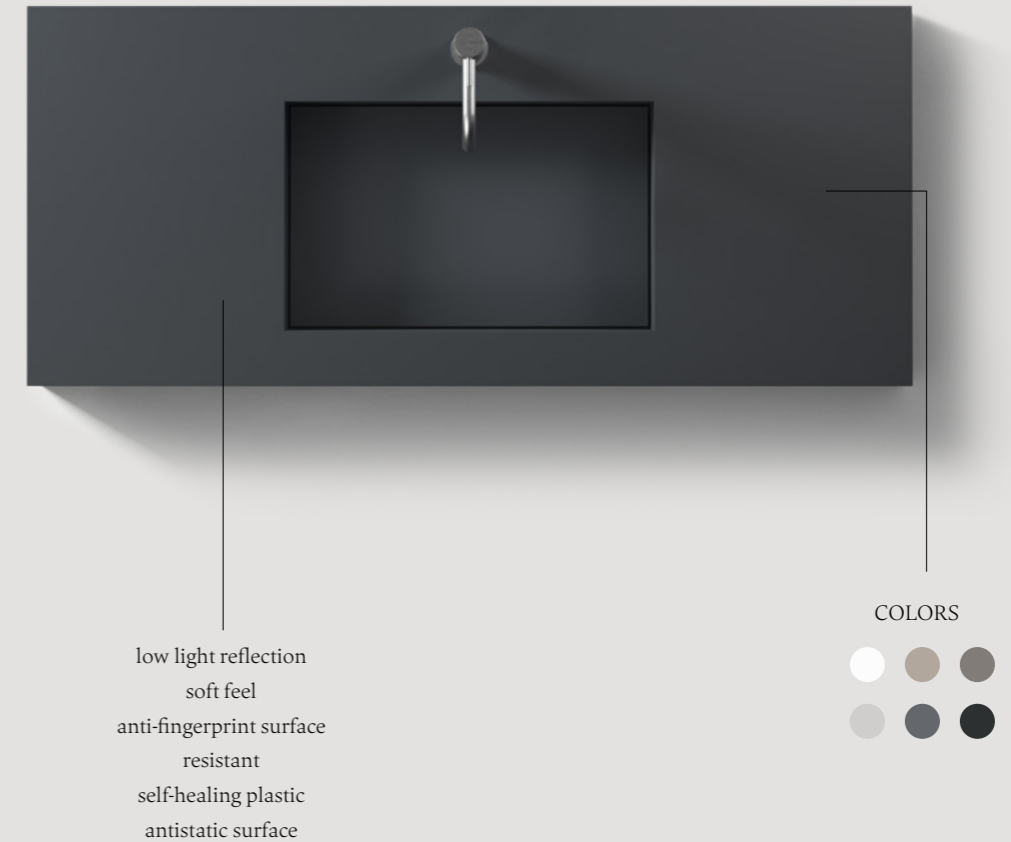
We recommend following cleaning products, for example:

- Antikal Sensitive (for limescale deposits, use according to instructions)
- Cif Bathroom Cleaner Professional 2 in 1

*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 resistant to scratches, abrasion and dry heat. The top layer of the material consists of a thermally regenerable nano-plastic that reacts thermally and automatically seals small scratches when exposed to heat (shape memory effect). The antistatic nano surface reduces the adhesion of dust, limescale and grease.

/ the material

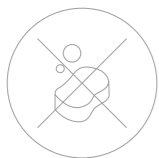
# fenix.





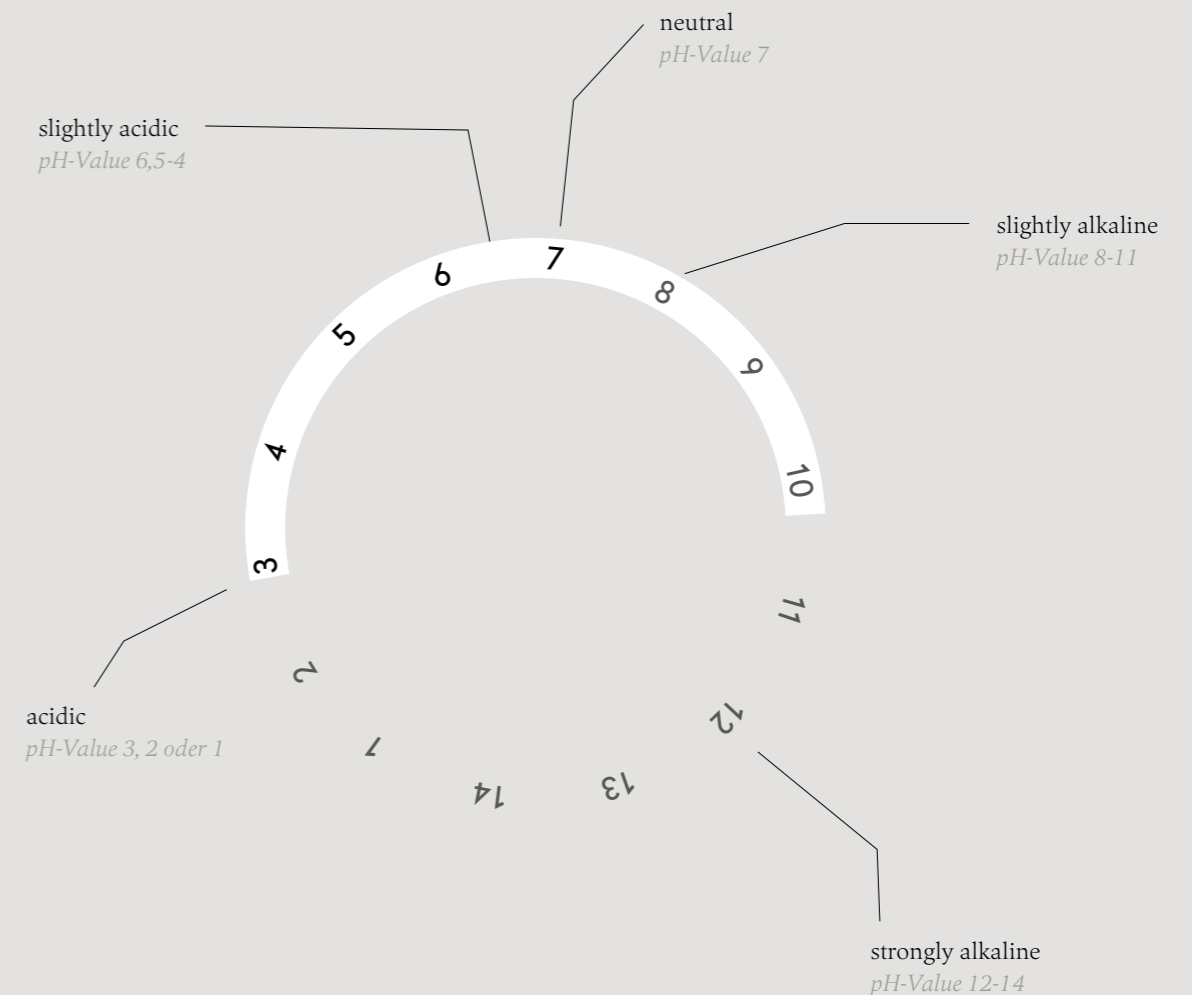
## the following are suitable for care and cleaning:

- + Warm water (38-55 °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
- + Grease-dissolving cleaners (e.g. kitchen cleaners)



## 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 10.

## regular care

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

---

### <sup>i</sup> GLASS CLEANER OR MILD WASHING-UP LIQUID TO REMOVE RESIDUES

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.

We recommend following cleaning products, for example:

- Pril Pro Nature washing-up liquid
- Frosch® Neutral Cleaner
- Antical
- Cif Bathroom Cleaner Professional

# advanced cleaning.

/ fenix

Solid residues on the surface can be removed using a soft white eraser. Nail polish residues or other discolorations should be carefully treated locally with acetone. Apply a small amount of acetone to a soft cloth and gently remove the discoloration from the affected area only. Afterwards, rinse the cleaned surface thoroughly with warm water.

Residues from cosmetic products such as creams, make-up, or perfume should be removed as soon as possible to prevent visible build-up. For this type of dirt, grease-dissolving cleaners (e.g. kitchen degreasers) may be used. Apply the cleaner to a soft cloth or directly onto the affected area and distribute it evenly. Afterwards, clean the surface with clear water and dry it with a soft cloth to avoid residue marks.

More stubborn deposits caused by soap residue or limescale can be removed using mild bathroom cleaners or, if necessary, commercially available limescale removers. Apply the cleaner to a soft cloth or directly onto the affected area and spread it evenly. After a short exposure time, rinse the surface thoroughly with clear water and dry it with a soft cloth. Please ensure that limescale removers are not left on the surface for extended periods and that only soft cloths or sponges are used in order to avoid damaging the surface.

We recommend following cleaning products, for example:

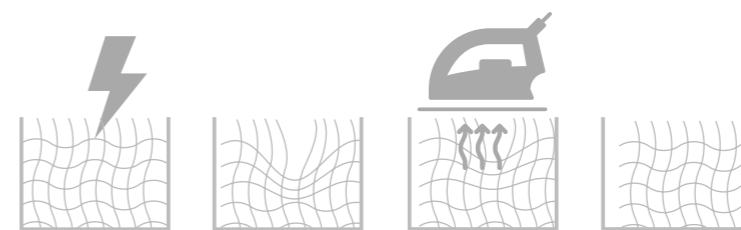
- Bref Power against Limescale & Dirt
- Viss Cleanboost Kitchen Degreaser Spray

# repair.

/ fenix

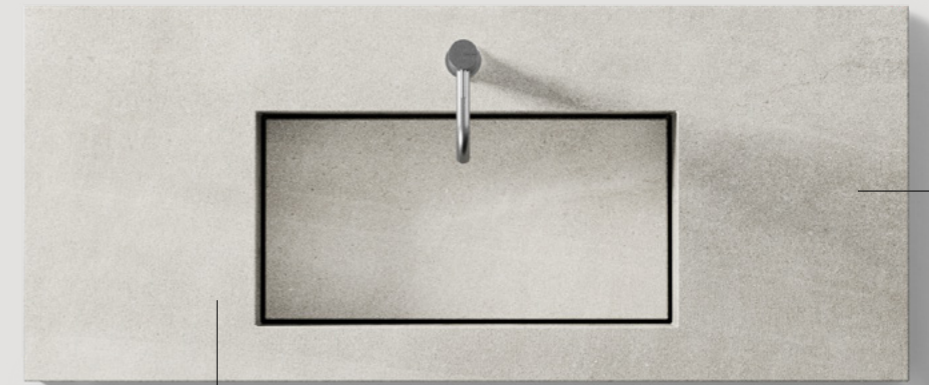
If, despite careful care and everyday use, scratches form on the surface (e.g. due to friction from soap dispensers), the thermally regenerable properties of the nanosurface can be activated by frictional heat and warm water: moisten a dirt eraser with hot water and move it over the scratched area in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

Even deeper scratches can be treated by thermal activation: place a moistened microfibre cloth on the affected area and heat with a warm iron (i.e. on a medium setting, without steam function) briefly (max. 10 seconds). The treated area should then be cleaned with lukewarm water and a microfibre cloth. Depending on the depth and type of the damage, the result may vary.



/ the material

# porcelain stoneware.



hard and non-porous material  
water and dirt repellent  
mineral material

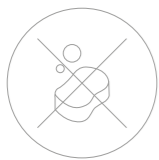
avoid using acidic and  
abrasive cleaners

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.



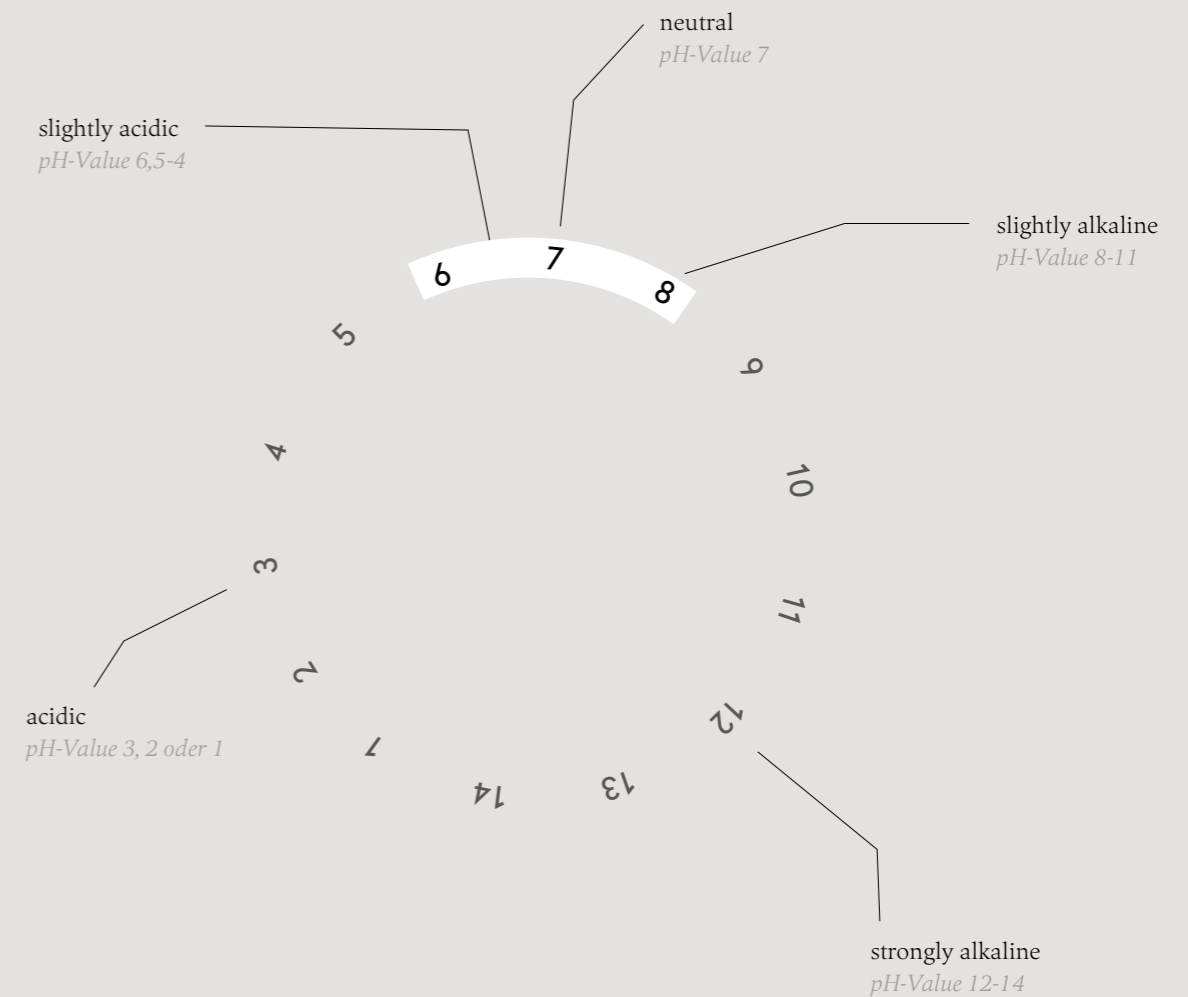
## the following are suitable for care and cleaning:

- + Warm water (38-55 °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)
- 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

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

- Sidolin Streak Free Pro Nature
- Cif Professional Glass Cleaner

## regular cleaning

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

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

/ clean it

# advanced cleaning.

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).

/ fix it

# repair.

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

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

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 material stainless steel.



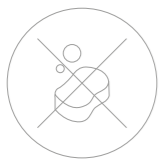
durable  
easy to clean  
rustproof/corrosion resistant

avoid using acidic and  
abrasive cleaners



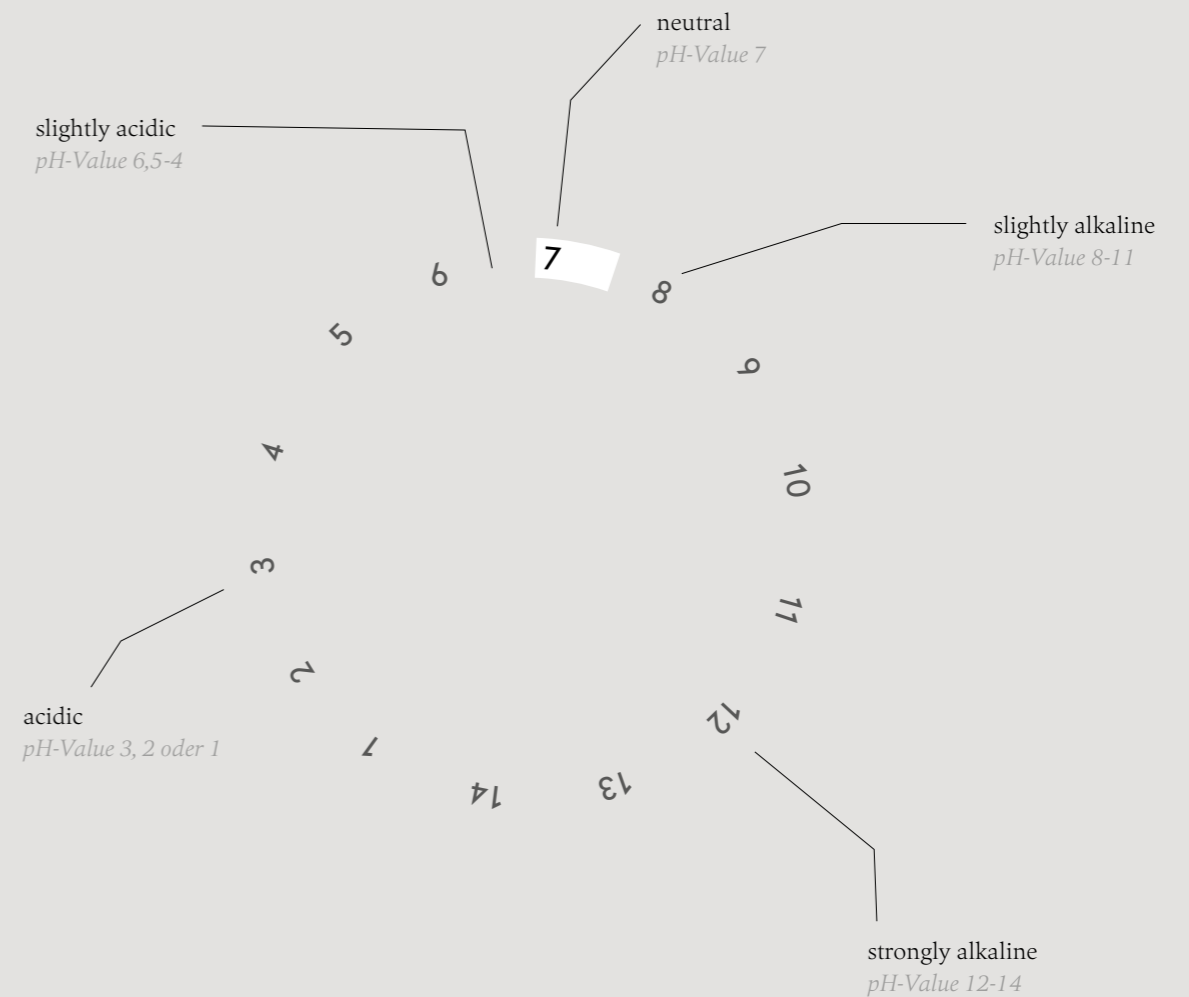
## the following are suitable for care and cleaning:

- + 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

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

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

## regular cleaning

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

- Pril Pro Nature washing-up liquid
- Frosch® Neutral Cleaner
- Sanit Sanfte Pflege

/ clean it

# advanced cleaning.

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 74 f. for instructions).

/ fix it

# repair.

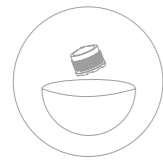
If the *VALLONE*<sup>®</sup> stainless steel product is damaged despite regular and correct care, all spare parts can be obtained directly from *VALLONE*<sup>®</sup>.

You can 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**

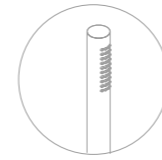
Before installing the aerator, clean the thread in the tap. To do this, proceed as for regular cleaning in the paragraph above.

**/ 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.

*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.*

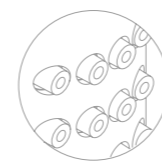
*Replacement aerators and aerator keys can be obtained directly from  
VALLONE® – we are happy to answer any questions you may have.*

**/ 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.*

/ the material

# powder-coated brass.

Our *NOYA* series and *ADD/* accessoires 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.



clean only with mild  
detergents and soft cloths

ultra-matt powder coating  
low light reflection  
soft feel  
anti-fingerprint surface



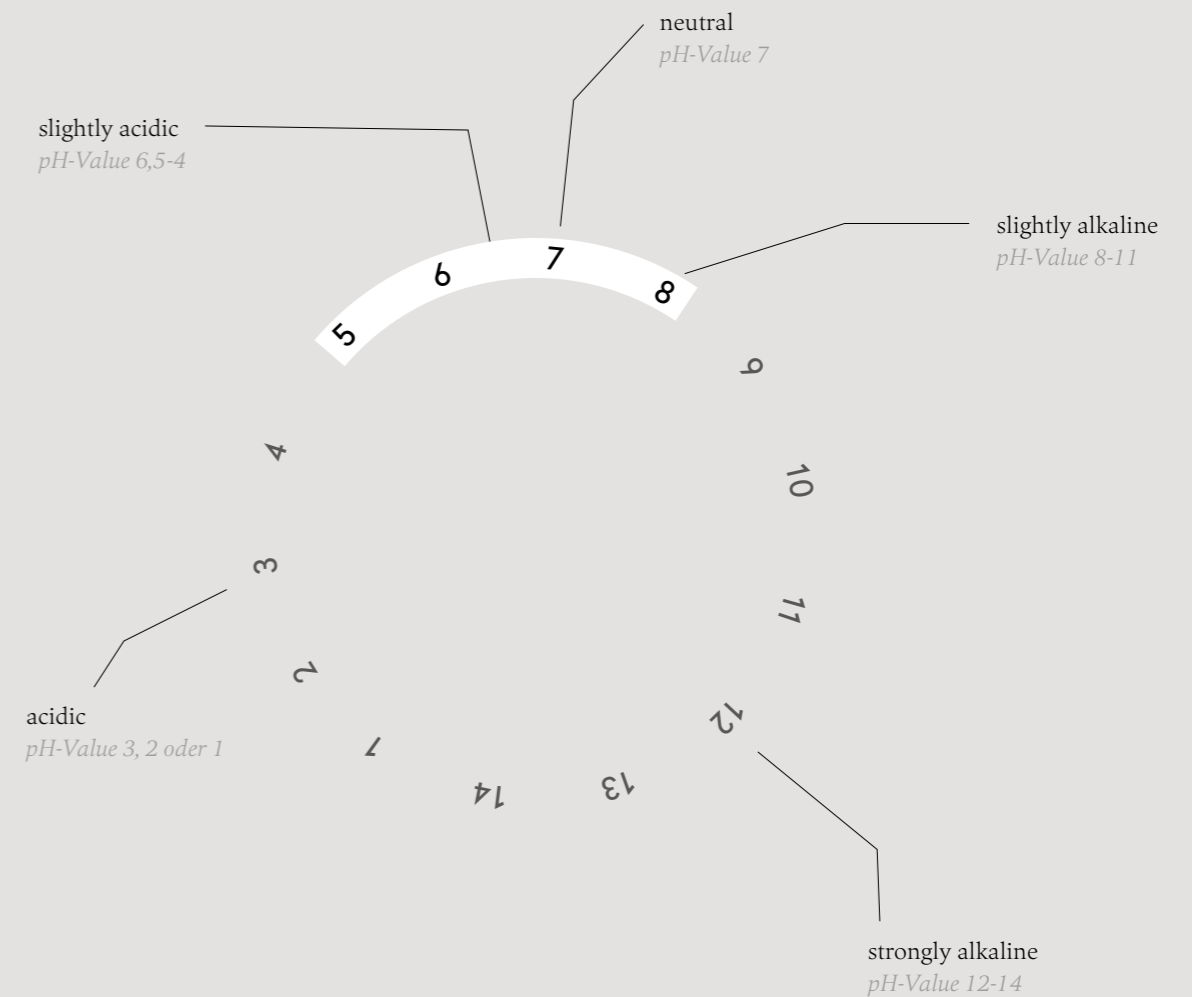
## the following are suitable for care and cleaning:

- + 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

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

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

## regular cleaning

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

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

/ clean it

# advanced cleaning.

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 84 f. for instructions).

/ fix it

# repair.

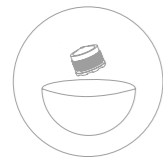
If the tap is damaged despite regular and proper care, all spare parts can be obtained directly from *VALLONE*®.

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**

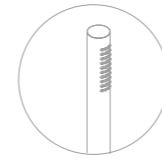
Before installing the aerator, clean the thread in the tap. To do this, proceed as for regular cleaning in the paragraph above.

**/ 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.*

/ the material

# marble.



Our marble products are 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, openpored material, which also requires care and attention in everyday use.



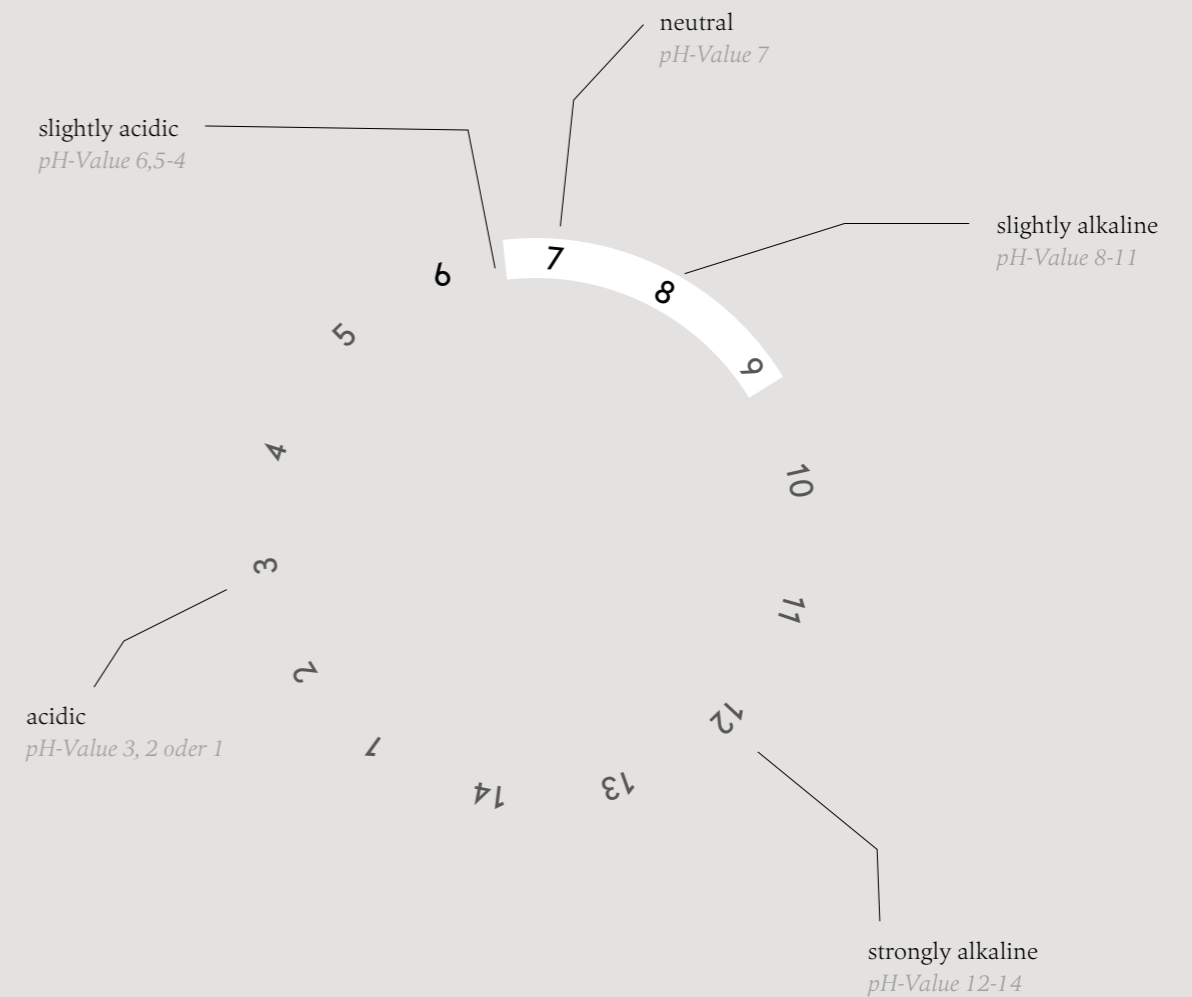
## the following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + High-pile microfiber cloths (drying cloths)
- + Cotton cloths
- + Mild, pH-neutral to slightly alkaline cleaners (approx. pH 7-9)
- + Mild dishwashing liquids or soap solutions
- + Cleaners specifically designed for natural stone
- + Impregnation products suitable for marble (to refresh the protective layer)



## unsuitable materials:

- Acidic cleaners (e.g. limescale removers, vinegar, citric acid)
- Strongly alkaline cleaners (pH > 9)
- Solvent-based cleaners (e.g. acetone, thinners)
- Bleach or chlorine-based cleaners
- Abrasive cleaning agents (e.g. scouring cream)
- Scouring pads or scratching cleaning tools
- Polishing compounds or abrasive agents



## regular care

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### <sup>i</sup> WE RECOMMEND MILD DETERGENTS

Our marble products require regular care and cleaning in order to preserve the natural, silky matte surface of the stone. Water residue should be removed immediately after use with a soft cotton cloth. Residues from soap, shampoo, or toothpaste should also not be left on the surface. The marble surface should preferably be cleaned using a mild dishwashing liquid or soap solution (pH-neutral to slightly alkaline, approx. pH 7–9) together with a soft cloth.

Afterwards, the surface should be rinsed with clean water and dried with a soft cloth. Regular cleaning helps to prevent limescale deposits. Commercially available limescale-removing cleaning agents should not be used, as they may attack the calcium content of the stone and permanently damage the surface.

## regular cleaning

---

### <sup>i</sup> USE SPECIAL MARBLE CLEANERS FOR CLEANING

For regular cleaning marble cleaners specifically developed for natural stone may be used. Please always follow the application instructions provided by the respective manufacturer.

The cleaner should be applied evenly to the surface, left to act briefly, and then distributed using a soft cloth or sponge. Afterwards, the surface should be rinsed with clean water and dried with a soft cloth.

We recommend following cleaning products, for example:

- MOELLER Stone Care – HMK® R156 Marble Bathroom Cleaner
- FILA Solutions – Marble Refresh
- Lithofin Easy Clean Cleaner

/ clean it

# advanced cleaning.

For more severe dirt, discoloration, or stains (e.g. yellowish deposits, absorbed residues, or organic stains), more intensive cleaning may be required. Only cleaning products specifically developed for natural stone and suitable for calcium-based materials such as marble should be used.

The application should always follow the manufacturer's instructions. In general, the cleaner is carefully applied to the affected area, left to act briefly, and then treated with a soft cloth or sponge. Afterwards, the surface must be thoroughly rinsed with clean water and dried with a soft cloth.

Please ensure that cleaners are not left on the surface for extended periods and that no mechanically abrasive tools are used, as these may damage the surface. In cases of particularly stubborn, large-scale, or deep-set discoloration, we recommend consulting a professional stone care specialist to restore the surface appropriately.

We recommend following cleaning products, for example:

- FILA PS87 PRO Intensive Cleaner
- Lithofin MN Power-Clean & Special Cleaner
- HMK R155 Intensive Cleaner

/ how to

# care.

Our marble products are already factory-sealed with an impregnation treatment. The impregnation penetrates the pores of the stone and reduces the absorption of water, oil, and dirt without altering the natural appearance or feel of the surface. This helps reduce staining and makes daily cleaning easier. However, impregnation does not protect against acidic substances.

Depending on usage and wear, refreshing the impregnation after some time may be advisable to maintain long-term protection. We recommend checking the impregnation every 12 to 24 months.

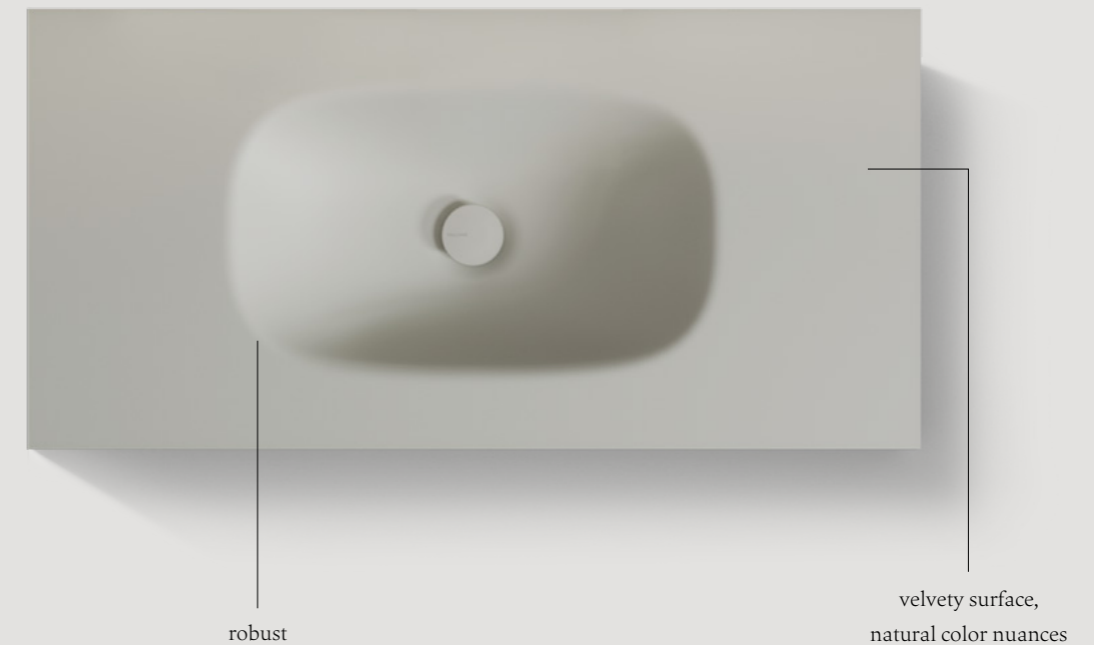
We recommend following products, for example:

- HMK S234 (Moeller Stone Care)
- FILA MP90 / Marble Protector
- Lithofin MN Stain-Stop

*ONDA* by *VALLONE*<sup>®</sup> combines flowing organic shapes and matt shimmering elegance with the durability of perfectly finished glass. The result: a washbasin of almost ethereal sophistication. Satin Glass not only creates a uniquely matte appearance, but also offers a high level of durability for everyday use — its distinctive appearance is best preserved when treated with appropriate care.

/ the material

# satin glass.





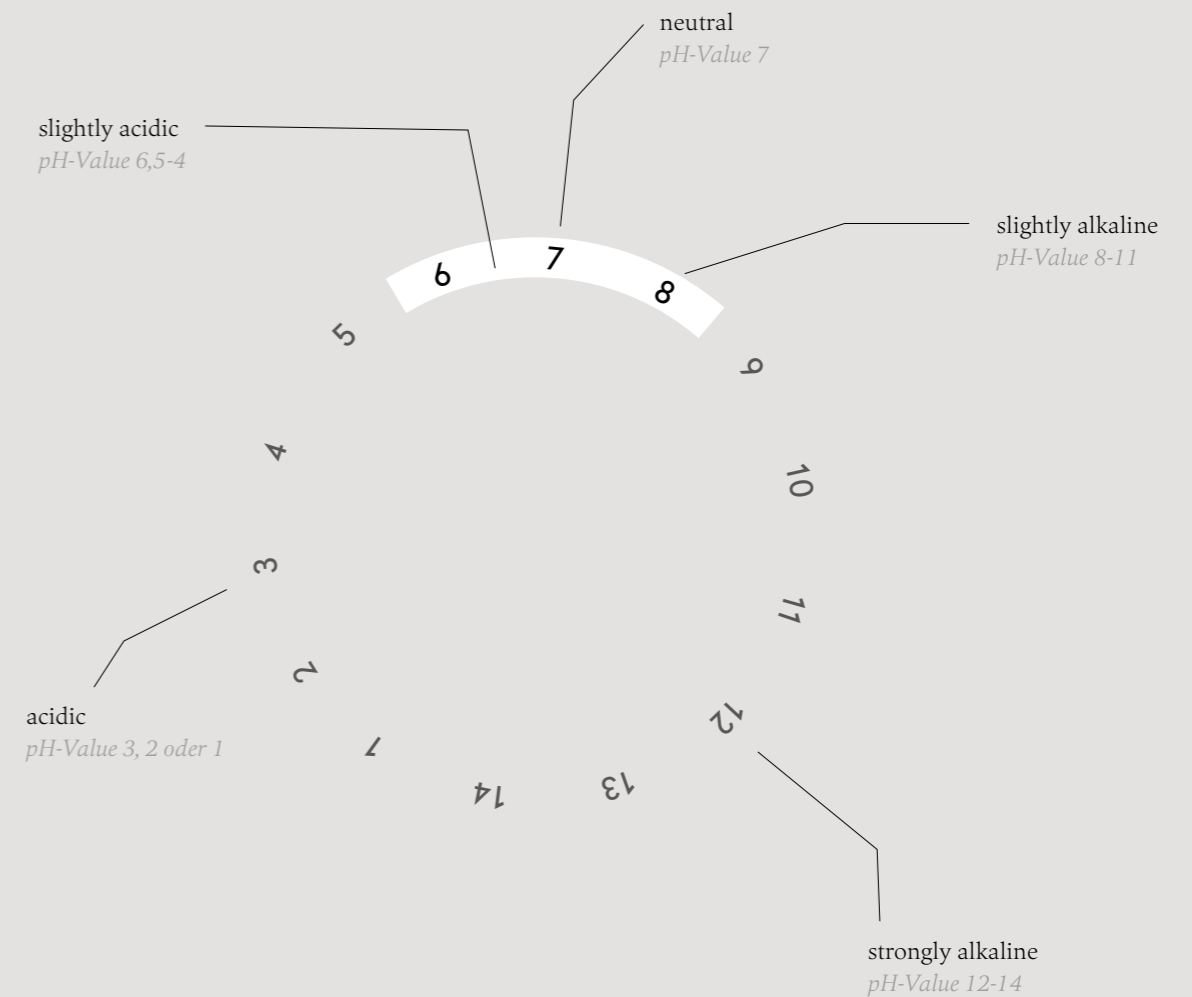
## the following are suitable for care and cleaning:

- + Lukewarm water (30-40 °C)
- + Soft, non-abrasive sponges
- + Soft, lint-free microfibre cloths
- + Mild dishwashing detergents
- + Glass cleaners (pH-neutral to slightly acidic, approx. pH 6–8, without film-forming additives)
- + Mild kitchen cleaners



## 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



## regular care

---

### <sup>i</sup> 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.

We recommend following cleaning products, for example:

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

## regular cleaning

---

### <sup>i</sup> 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 depending on usage, generally once a week.

We recommend following cleaning products, for example:

- Pril Pro Nature dishwashing detergent
- Frosch® Neutral Cleaner

/ frosted glass

# advanced cleaning.

Advanced cleaning should be carried out as needed and depending on the level of soiling. Since heavier deposits are often caused by a combination of different residues – such as limescale, soap, or greasy substances – a coordinated, multi-step cleaning process is recommended.

To dissolve dirt and deposits, we recommend using a gentle multi-purpose or kitchen cleaner. Apply the cleaning agent with a soft cloth and, if necessary, allow it to act briefly without letting it dry on the surface. Afterwards, rinse thoroughly with clean, warm water. Finishing the cleaning process with a glass cleaner will help achieve an even, streak-free appearance.

We recommend following cleaning products, for example:

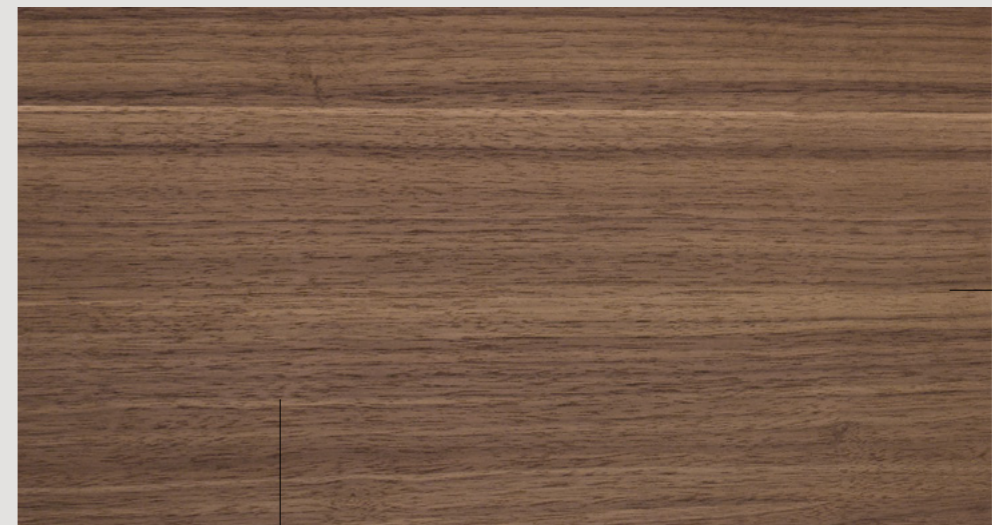
- Soda-based multi-purpose cleaners
- Mr. Proper Kitchen Cleaner
- VISS Cleanboost Kitchen Cleaner

Repeated gentle cleaning steps are always preferable to a single intensive treatment.

Real wood veneers are natural surfaces with a warm and authentic appearance. Variations in grain and color are characteristic features that make each surface unique. High-quality sealed veneers are durable and easy to maintain. For regular cleaning, a soft, slightly damp cloth is sufficient. Aggressive or abrasive cleaners, prolonged moisture exposure, and excessive heat should be avoided to protect the surface over time.

/ the material

# real wood veneer.



satin feel  
high robustness  
durable  
low maintenance

avoid the use of strongly  
acidic and abrasive cleaners



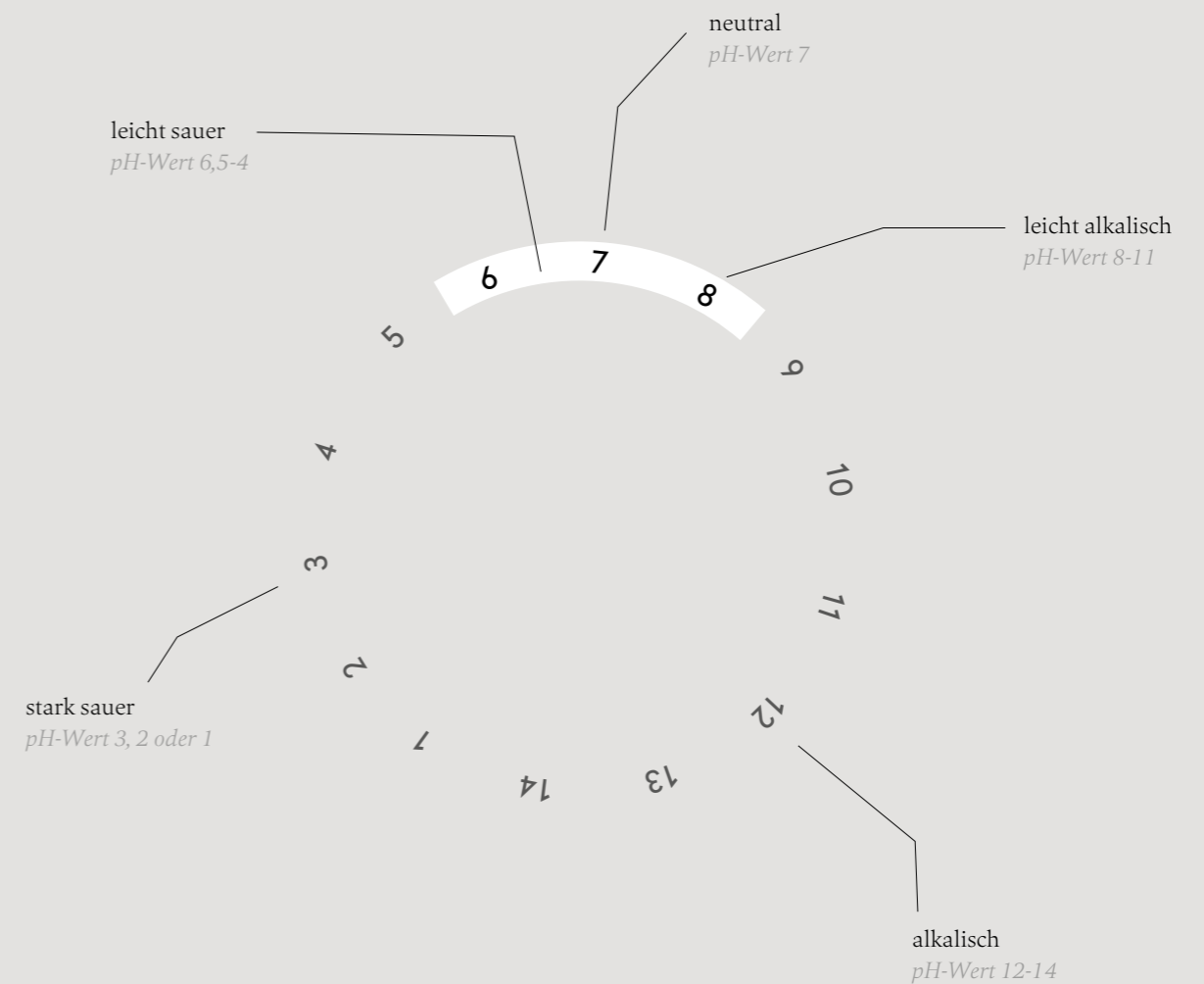
## the following are suitable for care and cleaning:

- + Lukewarm water (30-40 °C)
- + Soft, non-abrasive sponges
- + Soft cotton cloths
- + Lint-free microfiber cloths (drying cloths)
- + Mild, pH-neutral cleaning agents
- + Cleaners with light degreasing properties (e.g. dishwashing liquid)
- + Mild neutral cleaners
- + Special wood care products



## unsuitable materials:

- Strong solvents
- Acidic cleaners (e.g. anti-limescale cleaners)
- Cleaners containing strong bases (e.g. bleach, caustic soda)
- Abrasive cleaning agents (e.g. scouring cream)
- Scouring sponges or scratching cleaning utensils



\* Wir empfehlen Reinigungsmittel mit einem pH-Wert zwischen 6 und 8.

## regular care

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### <sup>i</sup> WE RECOMMEND PH-NEUTRAL CLEANERS

pH-neutral cleaning agents (pH 6–8) are suitable for the gentle removal of light dirt and everyday residues from wood veneers. These cleaners do not affect the protective lacquer or coating layer and help preserve the natural appearance of the surface. Edges, transitions and hard-to-reach areas can also be kept clean and free from deposits in this way. Care should be carried out regularly and with minimal mechanical pressure.

Strongly acidic, alkaline or solvent-based cleaners should be avoided, as they may affect the surface or the protective coating. We also recommend not leaving cleaning agents on the surface longer than necessary and avoiding abrasive cleaning tools in order to prevent glossy spots, discoloration or other changes to the surface appearance.

We recommend following cleaning product, for example:

- Frosch® Neutral Cleaner

## regular cleaning

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### <sup>i</sup> FOR LIGHT DEPOSITS AND EVERYDAY DIRT

Despite regular care, residues such as organic deposits, light limescale buildup and everyday dirt may accumulate on wood veneer surfaces over time.

For gentle cleaning, we recommend using a mild cleaning agent in combination with warm water. The surface should be cleaned carefully with a soft cloth or a soft sponge and without excessive pressure in order to protect the coating over time. Afterwards, the surface should be wiped with clean water and carefully dried using a clean, soft cloth.

We recommend following cleaning products, for example:

- Pril Pro Nature dishwashing detergent
- Frosch® Neutral Cleaner
- Oranje Matt Polish Cleaner (for gentle care and visual refreshing)

/ the material

# wc & wc seats.

Matte ceramic made in Italy with ideal properties for hygienic and easy-care sanitaryware. The Italian ceramic used for our WC collections features a silky matte surface feel and exceptional durability. The material is distinguished by its hygienic properties, as the non-porous surface provides no breeding ground for bacteria and germs.



easy-care  
durable

avoid the use of strongly  
acidic and abrasive cleaners

## regular care wc

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### <sup>i</sup> WE RECOMMEND SURFACTANT-FREE CLEANERS

Cleaning agents used to dissolve lime are often very acidic (pH below 5) or contain strong acids. These dissolve mineral compounds, so they are unsuitable for cleaning ceramic WCs. Instead, use a paper towel soaked in vinegar or citric acid to dissolve limescale residues and water stains. Place the cloth on the corresponding spot and let it soak for a few minutes. Then rinse with sufficient water. Commercially available cleaning agents for WCs can be used to remove stains of natural origin.

Make sure that these agents do not contain surfactants and are alkaline (pH above 7). Even after using alkaline cleaning agents, the WC ceramics should be thoroughly rinsed with water. Do not use scouring agents, they can damage the silky matt surface. Likewise, only soft microfiber or cotton cloths should be used.

We recommend the following cleaners:

- dreiturm TORWOL eco neutral, surfactant-free cleaner
- 10–15% citric acid solution
- Vinegar - vinegar essence

## regular care wc seats

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### <sup>i</sup> WE RECOMMEND NEUTRAL CLEANERS

A pH-neutral all-purpose or bathroom cleaner (pH 6–8) is suitable for cleaning toilet seats. This also helps to keep areas around hinges and transitions clean and free from deposits. Cleaning should be carried out gently and without excessive mechanical pressure.

We recommend following cleaning products, for example:

- Frosch® Neutral Cleaner
- Denkmit All-Purpose Cleaner (pH-neutral)

A pH-neutral all-purpose or bathroom cleaner (pH 6–8) is suitable for cleaning toilet seats. This also allows areas around hinges and transitions to be kept clean and free from deposits. Cleaning should be carried out gently and without excessive mechanical pressure.

Suitable cleaning agents include:

- Isopropanol- or ethanol-based cleaners (≥ 70% alcohol content)
- Alcohol-based hygiene sprays or wipes (chlorine-free)

## regular care wc seats

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### <sup>i</sup> FOR MORE STUBBORN DEPOSITS, WE RECOMMEND USING DISHWASHING LIQUID

Despite regular care, residues may accumulate on the surface over time. For the removal of organic residues, light deposits and everyday dirt, we recommend using a mild dishwashing liquid in combination with warm water. To avoid damaging the surface, cleaning should be carried out using a soft cloth or a soft sponge.

For cleaning, apply a small amount of colorless dishwashing liquid mixed with warm water to a soft cloth or sponge and clean the surface gently and without excessive pressure. Afterwards, the surface should be wiped with clean water and carefully dried with a clean, soft cloth without rubbing excessively.

Abrasive cleaning agents or abrasive sponges should not be used. We also recommend avoiding strongly acidic or strongly alkaline cleaners (e.g. toilet cleaners or chlorine-based products) as well as solvent-based cleaners such as acetone. Improper cleaning may lead to glossy spots, discoloration or permanent changes to the surface appearance.

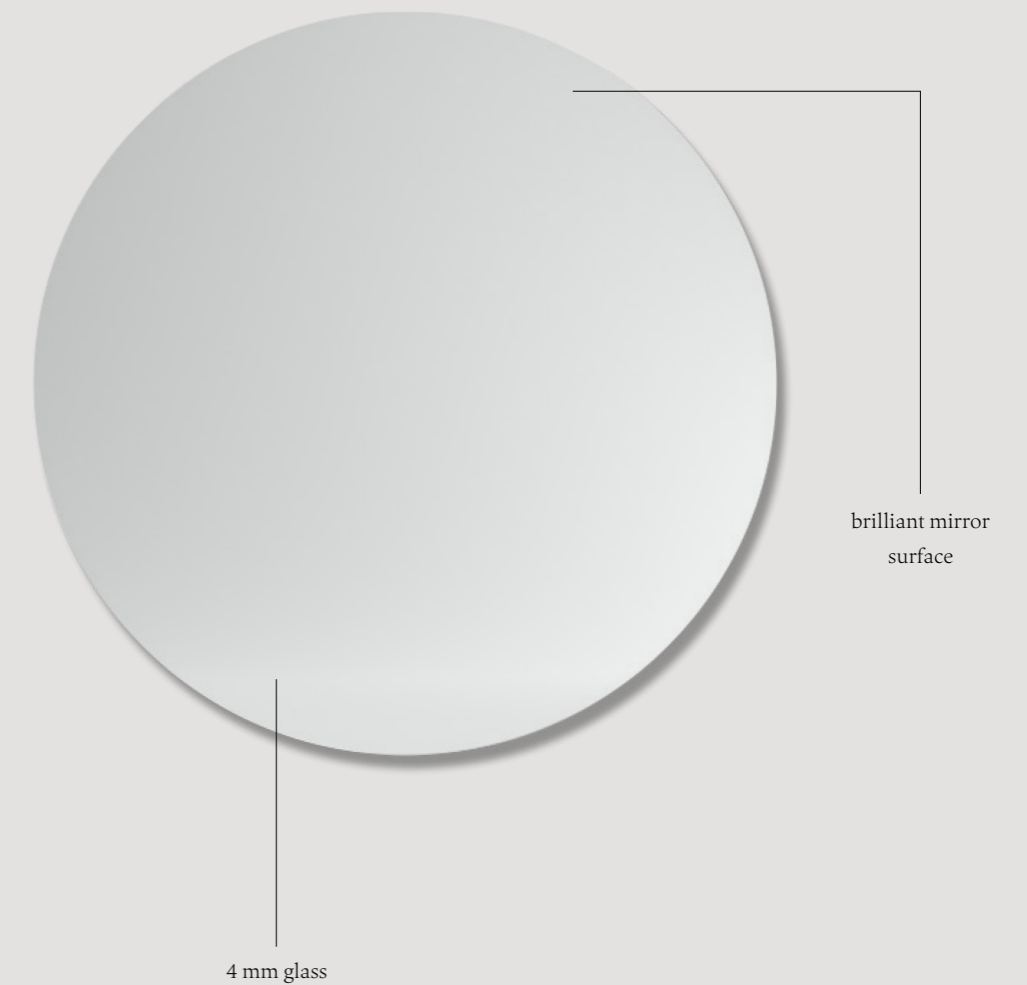
We recommend following cleaning product, for example:

- Pril Pro Nature dishwashing detergent
- Frosch® Neutral Cleaner

/ the material

# mirrors.

VALLONE® Mirrors combine the clarity of high-quality mirror surfaces with precise finishing. The smooth surfaces create a brilliant reflection and a refined, timeless aesthetic. To preserve the clear reflection and the high-quality appearance over time, we recommend regular and gentle cleaning using suitable cleaning products.





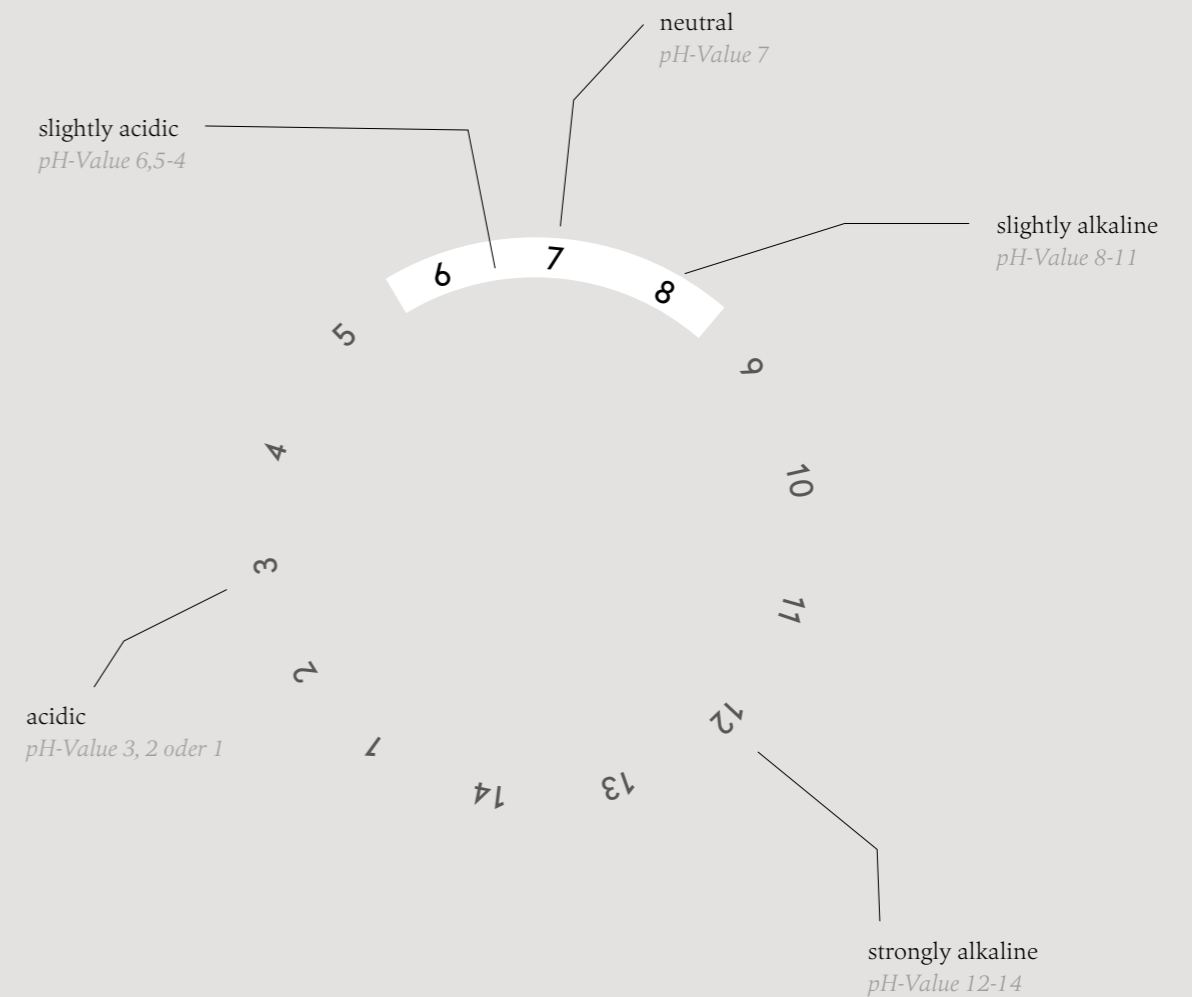
## the following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + High-pile microfiber cloths (drying cloths)
- + Cotton cloths
- + pH-neutral cleaners
- + Mild dishwashing liquid
- + Mild glass cleaners (without additives)



## unsuitable materials:

- Glass cleaners containing strong solvents
- Ammonia-based glass cleaners
- Multi-purpose cleaners
- Acidic cleaners (e.g. limescale removers, bathroom cleaners, etc.)
- Abrasive cleaners (e.g. scouring cream)



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

## regular care

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### <sup>i</sup> WE RECOMMEND GLASS CLEANER

For cleaning mirror surfaces, we recommend using a soft, lint-free cloth together with a mild glass cleaner or alternatively a pH-neutral cleaner (e.g. dishwashing liquid or neutral cleaner).

The cleaner should always be applied to the cloth and never directly onto the surface.

Please ensure that no moisture or cleaning agents come into contact with the edges or the back of the mirror, as this may lead to corrosion of the mirror coating over time. This often becomes visible in the form of so-called “black spots” or dark edge discoloration.

After cleaning, the surface should be wiped dry with a clean cloth to prevent residue and standing moisture.

The mirror surface of the AERRA HAZE washbasin ensemble consists of a highly polished stainless steel panel. Approximately halfway down the panel, the matt brushed finish gently transitions into a classic mirror surface. To ensure that this flawless finish and shine are preserved for the long term, special care is required when cleaning and maintaining AERRA HAZE.

/ the material

# polished steel





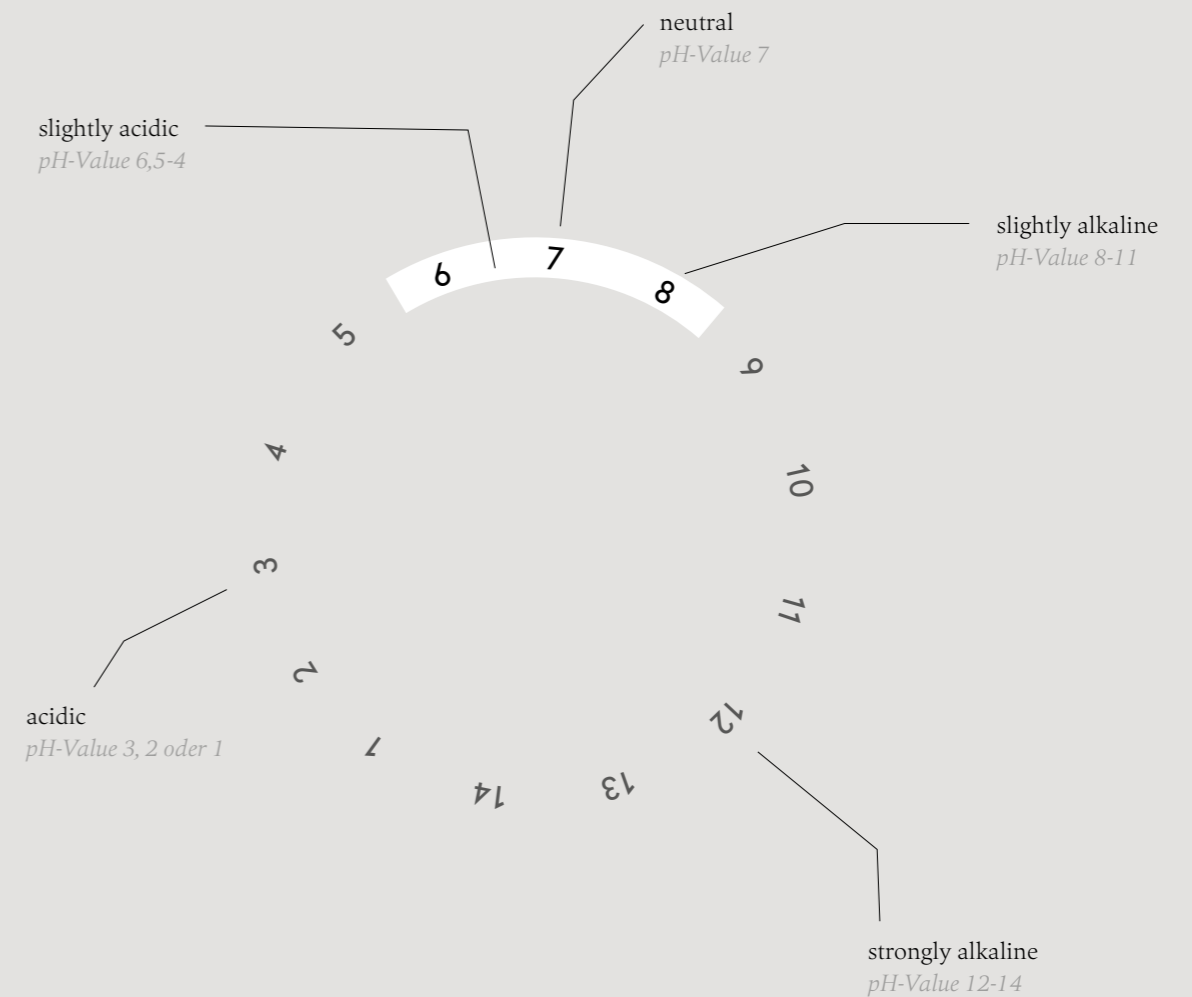
## the following are suitable for care and cleaning:

- + Warm water (38-55 °C)
- + Soft microfiber cloths with a high pile (polishing cloths)
- + Clean cotton cloths for spot finishing
- + Glass cleaner (without additives)
- + Universal thinner or isopropanol/alcohol for stubborn residues



## unsuitable materials:

- Paper towels, kitchen roll, or paper cleaning cloths
- Acidic cleaners (e.g. anti-limescale cleaners)
- Cleaners containing strong bases (e.g. bleach, caustic soda)
- Abrasive cleaning agents (e.g. scouring cream)
- Scouring sponges or scratching cleaning utensils



## regular care

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### <sup>i</sup> WE RECOMMEND MILD GLASS CLEANERS

The high-gloss polished stainless steel surface of *AERRA HAZE* requires particularly gentle cleaning in order to preserve its brilliance and flawless finish over time. For regular care of the stainless steel surface, we recommend using a mild glass cleaner in combination with a soft microfiber or polishing cloth. The cleaner should be applied evenly to the surface and then wiped gently without excessive pressure. To avoid residues, streaks or lint, we recommend polishing the surface afterwards with a dry microfiber cloth until streak-free.

Always clean in the direction of the grain and never in circular motions.

Cleaning should always be carried out using clean, soft cloths (no paper towels), as dirty or dusty cloths may cause micro-scratches on the surface. We also recommend avoiding cleaning in direct sunlight, as this may cause the cleaner to dry too quickly and lead to visible marks or streaking.

Suitable care products include, for example:

- Sidolin Streak-free Pro Nature

## regular cleaning

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### <sup>i</sup> USE ALCOHOL FOR THE REMOVAL OF STUBBORN RESIDUES

For the removal of stubborn residues, such as adhesive remnants, we recommend using a small amount of universal thinner or alcohol on a soft cotton cloth. The affected area should be cleaned carefully and without excessive pressure. Afterwards, the entire surface should be cleaned again with a mild glass cleaner and polished dry with a clean cloth.

The use of rough sponges, brushes or other abrasive cleaning tools should be avoided in order to prevent scratches or optical changes to the surface.

We recommend following cleaning products, for example:

- Sidolin Streak-free Pro Nature
- Universal thinner or isopropanol/alcohol

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.



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