

## COUNTERTOPS CLEANING & CARE

### INTRODUCTION

This guide outlines the recommended methods for cleaning and caring for your Lusso piece, ensuring it retains its beauty and performance over time. Thoughtful care will preserve the integrity of the materials and allow you to enjoy your product for many years to come.

In the unlikely event that a product does not perform as intended despite correct care and maintenance, Lusso offers guarantees across our collections, with durations tailored to each product. Full details of our guarantees can be found [here](#).



### GENERAL ADVICE



The following points are applicable to all finishes and materials, but please note the additional points depending on the different material of the product.

- Clean regularly using warm water.
- Avoid direct contact with heat to protect the surface finish.
- Take care with sharp objects as these may scratch or damage the surface.



#### STONE

Follow all general cleaning and care instructions, and in addition;

- Cleaning products can be used but please follow the instructions on the packaging of your chosen cleaner.
- Do not use concentrated bleach on the matte finish, dilute this to a much weaker solution if you do use it.
- Do not use vinegar, lemon juice, or acidic cleaners on the polished stone finish.
- Scratches on matte stone products can be polished out using a wet/dry fine grade sandpaper. This sandpaper is supplied with your product, if you need something stronger this can be purchased from major DIY stores.
- Scratches on polished stone products need a stone polishing kit purchased from major DIY stores.

#### MARBLE

Follow all general cleaning and care instructions, and in addition;

- Use a non abrasive cleaner, or warm soapy water.
- Use a soft, or microfibre cloth for both cleaning and drying.
- Do not use acidic cleaners, such as vinegar and bleach.
- Do not use abrasive scouring pads.
- Wipe spills immediately to avoid stains.
- Never scrub the surface.
- Your marble should be sealed once a year, or earlier if water stops beading or signs of staining appear.



#### CONCRETE

Follow all general cleaning and care instructions, and in addition;

- Use a pH neutral cleaner, or warm soapy water, avoiding products that contain bleach or harsh chemicals.
- Use a soft, or microfibre cloth for both cleaning and drying.
- Wipe spills immediately to avoid stains.
- As an additional protective barrier, use wax to nourish the concrete and maintain a clean, polished surface.

#### TRAVERTINE

Follow all general cleaning and care instructions, and in addition;

- Use a diluted detergent or simple natural soap solution.
- Use a clean, colourless and non abrasive cloth for both cleaning and drying.
- Do not use acidic cleaners, such as vinegar, bleach or hydrogen peroxide.
- Do not use abrasive scouring pads.
- Tend to any spills immediately to avoid the liquid soaking in and staining.
- To ensure the longevity of your travertine pieces, we recommend resealing annually.

### CUSTOMER CARE

If you have any questions regarding materials, care, or maintenance, our Customer Service Team is here to help:  
 UK / Europe / Rest of World: +44 (0)20 3370 4057 | UAE (WhatsApp): +971 52 221 6683 | Email: [customerservice@lusso.com](mailto:customerservice@lusso.com)

Explore the full collection at [lusso.com](https://lusso.com) | [lussostone.ae](https://lussostone.ae)