

# Residential countertops

CUSTOMER MANUAL

NEOLITH  
touch.feel.live



# Neolith residential countertop maintenance and cleaning

- Easy-to-clean.
- Do not cut with ceramic knives and always use a cutting board.
- Using damp cloths for daily cleaning is recommended.
- The use of wax, oily soap, impregnation agents and other treatments is not recommended as their use is not at all necessary and they may create an oily layer on the countertop.
- Use neutral soap for cleaning.
- Although Neolith is heat-resistant, using a trivet is recommended for anything hot.

## HERE IS A LIST OF SUBSTANCES RECOMMENDED FOR DIFFICULT STAIN REMOVAL:

Type of residue	Type of detergent
Grease	Alkaline / Solvent
Oil	Solvent
Ink	Oxidant / Solvent
Oxides, rust	Acid
Lime	Acid
Cement remains	Acid
Wine	Alkaline / Acid
Coffee	Alkaline / Solvent
Candle wax	Solvent
Iodine	Oxidant
Blood	Oxidant
Ice cream	Alkaline
Resins	Solvent
Fruit juice	Oxidant
Permanent marker	Solvent
Aluminum scratch	Acid

**Acid:** Acid-based cleaning products: Stripping agent, descaling agent, cement remover...

**Alkaline:** Basic cleaning products: ammonia, degreasers...

**Solvent:** Universal solvents, turpentine, acetone, alcohol...

**Oxidant:** Hydrogen peroxide, diluted bleach...

A non-scratch pad (normally white or blue) can be used to clean the slab.

# 25-year warranty for Neolith residential countertops

Additional 25-year warranty for 12 & 20 mm residential countertops.

## WHAT

12 & 20 mm residential countertops

## HOW

By registering the warranty at our website

## WHEN

Up to 6 months after the date of purchase.

## WHAT DO YOU NEED TO GET THE EXTENDED 25-YEAR WARRANTY?

1. The **barcode\***, which is on the label or on the back of the slab (only 12 and 20 mm slabs)
2. The **purchase receipt** (showing the model/brand or barcode)
3. **Register at our website** [www.neolith.com](http://www.neolith.com) (under the section REGISTER YOUR WARRANTY OR FOLLOW THIS QR)



For more information and the terms and conditions, please read the **25-year countertop warranty manual** by clicking on the following link. Also see the Neolith maintenance and cleaning guide and the maintenance guide for polished finishes.



\*The barcode is a numerical code of at least 12-13 digits which begins with 022 or 220 and must be provided by the fabricator as it is attached to the slab on a label. It is also printed on the back.



## CUSTOMER SERVICE

Tel.: +34 964 652 233 (Extension 235)

Email: warranty@neolith.com

Customer service hours:

Mondays to Thursdays: 8:30 a.m. – 2:00 p.m. /  
2:30 p.m. – 5:30 p.m. (CET)

Fridays: 8:00 a.m. to 2:00 p.m. (CET)

You can take a look at our Neolith projects and products  
via our social media accounts.

**NEOLITH**

[www.neolith.com](http://www.neolith.com)

